

FIRST REPORT

##

COMMITTEE
ON
RESERVATIONS
AND
BOOKINGS

(1 9 7 2)



सत्यमेव जयते

C O N T E N T S

Page
Number

C H A P T E R I

Introduction	1
--------------	---

C H A P T E R II

Time Limit for Advance Reservation	6
------------------------------------	---

C H A P T E R III

Working Hours of the Reservation Offices	28
--	----

C H A P T E R IV

Waiting Lists	34
---------------	----

C H A P T E R V

Summary of Observations and Recommendations	41
---	----

TABLES

<u>Table</u>	<u>Page Number</u>
I. Comparative Exent of Overcrowding in Third Class on Mail Express and Passenger Trains	6
II. Rate of Growth of Short and Long Distance Travel for Different Classes Between 1960-61 and 1970-71	8
III. Number of Reservations for More Than 30 Days in Advance During May 15 to July 15, 1973	15
IV. Number of Days Before the Date of Commencement of Journey During June, 1973 Accommodation was Fully Reserved	17
V. Extent of Cancellation of Confirmed Berths (Third Class Three Tier) on Long Distance Trains Before, During and After the Experiment at Delhi	20
VI. Comparative Waiting Time at Different Counters at New Delhi Station Third Class Reservation Office During Experiment and Post-Experiment Period	31
VII. Increase in the Third Class Sleeper Coaches Between 1968 and 1972	35
VIII. Number of Extra Reserved Coaches Attached During Rush Periods of 1972	36
IX. Extent of Non-Utilisation of Quotas During November 1972	36
X. Number of Persons Accommodated out of the Waiting Lists for Important Trains	39

CHARTS

<u>Chart</u>	
I. Comparative Arrival Pattern of Passengers at Counter Number 7 and 8 Delhi Main	23
II. Comparative Arrival Pattern of Passengers at Counter Number 7 and 8 New Delhi	24
III. Comparative Arrival Pattern of Passengers at Counter Number 13 and 14 New Delhi	25

APPENDICES

<u>Appendix</u>	<u>Page Number</u>
A. Resolution Appointing the Committee	50
B. Meetings Held and Tours Undertaken	52
C. List of Persons Who Gave Evidence Before the Committee	53
D. List of Members of Parliament Who Met the Committee	65
E. List of Persons and Associations Who Submitted Memoranda to the Committee	66
F. List of Members of Parliament and State Legislatures Who Responded to the Chairman's Letter asking for the Suggestions	67
G. List of Trains on Which the Accommodation is Fully Reserved in all Classes	68
H. Availability of Third Class Berths at Closing Time on July 15, 1973 on Important Trains for Puja Period	69
J. Availability of First Class Berths at Closing Time on July 15, 1973 on Important Trains for Puja Period	74
K. Pattern of Advance Reservations of Third Class Sleeper Berths During the Experimental Period of Unlimited Advance Reservations	79
L. Average Daily Cancellations of First and Third Class Berths During Non-Experimental Periods and Experimental Periods	82
M. Comparative Workload, Staff Strength and Working Hours of Important Reservation Offices	84
N. Workload on Different Counters Within Reservation Offices at New Delhi Connaught Place (NDCR), Delhi Main and New Delhi Station	86
P. Number of Days When Unutilised Quotas and Cancellations were More Than 10 Per Cent of the Accommodation Available on Important Trains	88
Q. Number of Persons Provided Accommodation in Third Class Sleeper Coaches by Travelling Ticket Examiners on Important Trains	90

CHAPTER I

INTRODUCTION

There have been widespread complaints about a variety of malpractices and harassment to travelling public and inconvenience in obtaining reserved accommodation on the Railways for a long time. Concern on the prevalence of unhealthy practices had been voiced quite frequently, both in Parliament and Press. Because of the growing criticism and a feeling that the problem had "gone beyond the ability" of the railways, the then Railway Minister, Shri K. Hanumanthaiya, while replying to the Debate on Appropriation (Railways) Bill 1972, announced his decision on May 25, 1972 to appoint a 'Committee on Reservations and Bookings' of Members drawn from both the Houses of Parliament to examine the problem and make recommendations for removing lacunae in the rules and procedures and suggest measures to put a stop to the irregularities.

COMMITTEE MEMBERSHIP

1.2 Membership of the Committee as announced in July, 1972 was made more broad-based in October, 1972. The present composition of the Committee is as follows :

- | | | |
|-----|--|----------|
| 1. | Shri Krishan Kant
Member, Rajya Sabha | Chairman |
| *2. | Shri Lokanath Misra
Member, Rajya Sabha | Member |
| *3. | Shri K. Manoharan
Member, Lok Sabha | Member |
| *4. | Shri S.M. Banerji
Member, Lok Sabha | Member |
| 5. | Shri Salebhoy Abdul Kader
Member, Lok Sabha | Member |
| *6. | Shri Shanker Dayal Singh
Member, Lok Sabha | Member |
| 7. | Shri Narsingh Narain Pandey
Member, Lok Sabha | Member |

- | | | |
|-----|--|--------|
| 8. | Smt. Sumitra Kulkarni
Member, Rajya Sabha | Member |
| *9. | Shri Dinesh Chandra Goswami
Member, Lok Sabha | Member |

TERMS OF REFERENCE

1.3 The terms of Reference of the Committee (Gazette Notification No. ERBI/72/21/60 dated January 23, 1973) are:

1. To examine the rules and procedures in vogue on railways in respect of sale of tickets and reservation of seats/berths and suggest proposals
 - a) to minimise inconvenience to passengers in the matter of obtaining tickets and reservations;
 - b) to remove the lacunae in the procedure which permit commission of irregularities
2. To identify the nature of malpractices and irregularities committed by outsiders including unrecognised Travel Agencies in securing unauthorised reservations and to suggest measures to stop the same;
3. To study the adequacy of the existing provisions of law to deal effectively with the offenders and to make recommendations in this regard.

Copy of the Resolution appointing the Committee is given in Appendix A.

FIRST REPORT

1.4 The Committee started functioning from October 1972. Because of the very wide nature of the Terms of Reference and the deep-rooted character of malpractices, which differ from region to region, the Committee felt that its recommendations must be based on a thorough study of the problem. It was, therefore, decided to obtain evidence from travelling public, railway officials, trade organisations, railwaymen's unions and passengers' associations. The Committee came to the conclusion to submit its First Report on a few limited aspects of urgency in respect of railway reservations and bookings to help the Railways to take some immediate steps to reduce corrupt practices and eliminate certain obvious inconveniences for those seeking

reserved accommodation. Broadly speaking, the First Report deals with the following three aspects :

- i) Time limit for advance reservation;
- ii) Working hours of the reservation offices; and
- iii) Wait-listing of passengers for reservations.

MEETINGS OF THE COMMITTEE

1.5 Since its constitution, the Committee held 28 meetings and conducted three tours and visited 13 places of importance from the view point of reservations. Details of the meetings and the tours undertaken are given in Appendix B.

EVIDENCE AND INTER- VIEWS

1.6 During its meetings and tours, the Committee met railway officers and staff, various representatives of passengers' associations, trade organisations, railwaymen's unions, press, individuals and some of the unrecognised Travel Agents. The list is given in Appendix C.

1.7 The Committee had two meetings with Members of Parliament at Delhi on September 4 and September 5, 1973 to have their reaction on the subject matter of the First Report. The list of those Members who met the Committee is given in Appendix D.

1.8 To elicit public opinion, the Committee gave wide publicity through the medium of press, radio, cinema and wall-posters and invited comments and suggestions. In response to this, about 1,000 letters were received from the public. Some of the members of the public and associations also submitted memoranda to the Committee. A list of those who submitted memoranda is given in Appendix E.

1.9

With a view to involve elected representatives

in the conduct of the inquiries, the Chairam of the Committee wrote individual letters to all Members of Parliament and Members of State Legislatures inviting their comments, experiences and suggestions regarding the working of the reservation system on railways. The list of Members of Parliament and State Legislatures from whom replies were received is given in Appendix F.

EXPERIMENTS AND STUDIES

1.10 The Committee were of the view that the recommendations should be such as to be of use for some time. Therefore, it did not consider it advisable to come to conclusions relying entirely on evidence, views expressed in the memoranda and other suggestions obtained in response to public appeals. Before making recommendations it decided to study operational feasibility of various alternatives. The Railway Board extended all co-operation in this respect. Experiments were conducted to obtain operational data for both rush and normal periods, from November 15, 1972 to December 14, 1972 and then again from April 15, 1973 to July 15, 1973. The time limit for advance booking was extended to 30 days during November 15 to December 14, 1972 and from April 15 to May 14, 1973. An experiment for unlimited advance booking was conducted for two months from May 15 to July 15, 1973. Simultaneously, working hours were extended and directions were given to maintain unlimited waiting lists for all classes. The Committee collected data on these experiments and the same have been analysed.

For enabling the Committee to have the benefit of independent studies, the Indian Institute of Public Administration (IIPA), New Delhi, and the National Institute for Training in Industrial Engineering (NITIE), Bombay, were requested to undertake special studies for the Committee.

1.11 The Committee, soon after its constitution, decided to seek help of some outside experts. Professor S.K. Goyal of the Indian Institute of Public Administration, Delhi, and Professor N.S. Ramaswamy, Director, National Institute for Training in Industrial Engineering, Bombay, were appointed as Honorary Advisers to the Committee. Initially, Shri V. Nath, Deputy Inspector General, Central Bureau of Investigation, Delhi, was nominated by the Home Ministry as Adviser to the Committee. On Shri V. Nath's transfer from Delhi, Shri A.K. Banerjee, Deputy Inspector General of Police, Central Bureau of Investigation, joined the Committee as Adviser.

1.12 Shri P.V. Vaitheswaran was deputed by the Railway Board to work as Secretary to this Committee.

TABLE II

8

Showing Rate of Growth of Short and Long Distance
Travel for Different Classes between 1960-61 and
1970-71

		(In millions)					
		1 to 250 Km		1000 Km and above			
S. No.	Class of Travel	1960-61	1970-71	% Increase (+) or Decrease (-)	1960-61	1970-71	% Increase (+) or Decrease (-)
	1	2	3	4	5	6	7
1.	ACC-I	0.016	0.049	+206.25	0.035	0.045	+28.57
2.	First	1.940	1.960	+ 1.03	0.297	0.503	+69.36
3.	Second Mail/ Express	2.052	1.727	- 15.84	0.127	0.131	+ 3.15
4.	Second Ordinary	5.625	2.617	- 53.48	0.014	0.012	-14.29
5.	Third ACC	0.021	0.039	+ 85.71	0.070	0.186	+165.71
6.	Third Mail/ Express	68.693	104.289	+ 51.82	3.252	7.040	+116.48
7.	Third Ordinary	693.726	844.808	+ 21.75	0.732	1.056	+ 44.26
8.	Total	772.073	955.284	+ 23.73	4.527	8.973	+ 98.21

When the three facts of (i) higher rate of growth of long distance traffic, (ii) limiting of coach capacities to its reserved accommodation and (iii) absence of any scope for augmenting capacity are seen together, the rationality for excessive demand for reserved seats and berths compared to the present capacity and the unavoidable premium on reserved seats becomes only too obvious.

2.6 From the view point of railways, as originally visualised in Indian Railway Commercial Manual 1967, the system of reservations was introduced to obtain an advance indication of the magnitude of the likely demand on different trains so that appropriate operational decisions could be taken in time to augment train capacity by attaching extra coaches, by running additional trains or advise passengers to travel by alternate trains. This situation, however, does not hold good any more since on most of the trains, especially the Mail and Express ones, it is not technically feasible to attach extra coaches.

Even after dieselization, the maximum number of coaches in a train can be 18. Almost all important trains are already running full capacity.

2.7 As already stated, because of the demand for reserved accommodation outstripping supply, more and more passengers have started seeking reservations in advance. In the case of third class, since the imbalance is more prominent, it has been observed that on most of the important trains, the entire accommodation open for reservation by general public is booked many days in advance. During the rush periods and on a few trains the demand for reservations on the date of opening itself is so much that all the berths and seats get filled within a few hours of the opening of the reservation offices. It is not uncommon for many passengers to return repeatedly disappointed without obtaining reservation.

2.8 According to the Railway Rules, the time limits for advance reservation differ for different classes. The principle adopted by the railways seems to be that higher the class of travel, longer the time allowed for advance booking of accommodation. The idea behind this appears to be that the upper class travellers have a tendency to plan their travel much more in advance than those who travel in third class. The present rules allow reservation of berths and seats in advance of the date of journey as under :

- | | |
|--------------------------------|------------|
| 1) Air-conditioned first class | |
| for journeys over 640 km | .. 30 days |

- ii) Air-conditioned first class
for journeys up to 640 km .. 20 days
- iii) First class .. 20 days
- iv) Second and third class (seats
and sleeper berths and air-
conditioned chair car seats) .. 10 days

However, foreign tourists travelling in air-conditioned first class and ordinary first class can book their seats 180 days in advance and Members of Parliament undertaking rail journeys in connection with parliamentary work can reserve their seats 30 days in advance.

DISADVANTAGES OF
LIMITED
TIME

2.9 Under the present system with fixed maximum time limit for advance reservation, those who are not successful in obtaining reservation on the opening day, have to come to the reservation offices again on the following day. A passenger in some cases has to make repeated visits to the railway reservation office and keep postponing his date of departure, till he is able to book his seat. This phenomenon has been observed, more particularly, in cities like Bombay, Calcutta, Delhi and Madras for long distance trains.

2.10 Because of the general impression that the entire reservation for trains gets fully booked on the opening day, there is a tendency on the part of passengers to reach the reservation offices, as early as possible, so that they can be amongst the first few, who would be able to make their reservations with certainty. The rush to reach the reservation offices early and be first in the queue has led to people spending the night outside

the railway counters. This has further given rise to various malpractices by anti-social elements, by either occupying first few positions in the queue or by obtaining reservation in fake names for monetary considerations. Unrecognised Travel Agents flourish near the station premises by employing touts, who sleep overnight or somehow manage to occupy vantage positions on the date of opening of reservation. It is not also unusual to see persons selling their queue positions to needy passengers. In a situation where queue positions could mean financial gains, the railway staff capable of reaching reservation counters from inside the office are in a position to manage seats more easily than the waiting public. A dishonest staff member of the railway reservation office could close booking even though a few seats are still available which he could dispose of later directly or through touts and unrecognised Travel Agents. The main cause of this malady is formation of long queues in early mornings which is inevitable if the time for advance reservation is limited and of short duration.

2.11 Because of short duration of 10 days advance period, there is greater malpractice in third class reservations including air-conditioned chair cars. The anti-social elements who corner reserved accommodation, in fake names have the advantage of recovering their investments within a few days and this revolving fund helps them perpetuate their nefarious activities.

On certain trains and during festivals and other rush periods, these malpractices seep into upper class reservation as well. However, in *this first* Report, operation of unrecognised Travel Agents and their collaboration with railway staff or the role of anti-social elements in the working of the railway reservation system is not being dealt with. These aspects will be taken up in detail in the final report.

2.12 Immediately after its formation, the Committee invited the public through advertisements in the press (English and regional), radio and other media, to send their comments to help reach appropriate recommendations for curbing malpractices and other irregularities and to make the reservation system more rational. A large number of suggestions were received. On an analysis of these suggestions as well as through preliminary discussions with railway officials and others, it appeared that one of the important reasons for the present malpractices is the short period allowed for advance reservations and the varying time limits for different classes.

2.13 The views expressed against the extension of time limits are :

- i) an average passenger in our country is not in the habit of planning his journey more than 10 to 15 days in advance;
- ii) it would help unrecognised Travel Agents;

- iii) seats would get blocked much earlier than the date of journey making emergency travel difficult;
- iv) third class passengers cannot afford to block money for a long time in advance;
- v) it would involve additional burden on the already overworked reservation staff and the reservation registers would become unmanageable; and
- vi) possibility of a higher degree of cancellations.

EXPERIMENTS
IN REGARD TO
EXTENSION OF
PERIOD OF
ADVANCE
RESERVATION

2.14 In view of the mixed reaction to the proposal for extending time limit for advance reservation even within the railways and the doubts expressed by many, the Committee decided that it will not be advisable to make recommendations unless there was an objective and empirical study. The Committee, therefore, decided that the railways should undertake experiment in extending the time limit for advance booking, both during the rush and lean periods. In pursuance of this suggestion the advance booking limit was raised to 30 days by all Zonal Railways from November 15 to December 14, 1972 and from April 15, to May 14, 1973. From the middle of May to middle of July 1973 the period for advance booking was made 'unlimited' for all classes.

2.15 The Railways were advised to collect certain basic data regarding the pattern of booking of seats for different classes at important stations. Besides this data and analysis by the staff of the Committee, the Indian Institute of Public Administration and the National Institute for Training in Industrial Engineering were also requested to undertake independent studies during the period of the experiments.

2.16 The data collected by the Committee and the studies conducted by the two institutes provide basis for critical assessment of the extent of the validity of views for and against extension of the time limit.

2.17 The argument that an average passenger in India is neither in the habit of planning long in advance nor can afford to block money much in advance of the day of journey does not seem to be well founded. Table III gives the number of seats booked 31 to 40 days, and above 40 days in advance of the date of journey on eight important trains from Delhi.

2.18 For the eight trains ex-Delhi, 4,677 passengers booked accommodation more than 30 days in advance during the experimental period i.e. mid May to mid July, 1973. On New Delhi-Madras Central G.T. Express (16 Up) alone 1,211 seats were booked for third class. Of the 1,211 third class passengers, 1,097 booked more than 40 days in advance. In the Kalka-Delhi-Howrah Mail (2 Dn) 842 third class passengers booked accommodation for periods of more than 30 days in advance, of this 582 bookings were for more than 40 days. A similar trend can be seen on Amritsar-Bombay Central Frontier Mail (4 Up), Delhi-Howrah Express (12 Dn) and others. The third class passengers accounted for nearly 70 per cent of the 4,677 passengers who booked accommodation 30 days or more in advance. The phenomenon of heavy booking, more than 30 days in advance, for Puja period on trains ex-Calcutta is brought out clearly in para 2.22 and Appendices H and J.

2.19 The above facts disprove the assumption that passengers are not in the habit of advance planning or are averse to blocking money over long periods. In fact this data establishes that the third class passengers plan their advance journeys much better.

2.20 An analysis of the pattern of advance bookings shows that longer the train journey the earlier is the accommodation reserved by passengers. This is true of upper as well as lower classes of travel.

Table IV shows the number of days, before the date of commencement of journey, when the general quota was fully booked on a few select trains ex-Delhi during ten days of June 1973.

TABLE IV

Showing Number of Days Before the Date of Commencement of Journey accommodation was fully reserved during June 1973

No.	Date of Journey	Long Distance Trains					Short Distance Trains				
		Kalka-Delhi-Howrah Mail	New Delhi-Madras Central G.T. Express	Amritsar-Bombay Central Frontiers Mail	Delhi-Jammu Tawi Kashmir Mail	Delhi-Bikaner Mail	Delhi-Jodhpur Mail				
		I	III	I	III	I	III	I	III	I	III
		2	3	4	5	6	7	8	9	10	11
1.	June 14	10	28	21	20	15	3	16	5	0	0
2.	June 15	16	17	23	21	18	7	14	6	0	0
3.	June 16	16	15	29	16	14	7	8	6	0	0
4.	June 17	16	11	26	24	10	6	16	6	0	0
5.	June 18	13	17	32	27	7	9	14	13	0	0
6.	June 19	13	20	21	19	3	13	10	13	0	1
7.	June 20	13	29	20	22	7	15	19	19	0	1
8.	June 21	13	23	17	21	4	15	17	10	0	1
9.	June 22	20	22	25	18	6	18	11	13	0	1
10.	June 23	19	24	20	15	10	15	11	20	0	1
AVERAGE		15	21	23	20	9	11	14	11	-	1
										1	4

2.21. It was feared that extension of time limits would enable unrecognised Travel Agents to corner seats much longer in advance, especially, for dates falling near festivals and vacations. There is no basis for such an argument. With the availability of alternative dates when a passenger can secure accommodation, the travel agents would not enjoy the same advantageous and bargaining position as under the present system. It does not appear logical that unrecognised travel agent would invest in booking fake accommodation for many days in advance. If it was to be done, the agents would need to block huge amounts and this may not always turn out to be their best bet. However, since fears were expressed, the Committee was anxious to examine a situation where a large number of seats had been booked around a festival or otherwise rush periods.

Such an opportunity was provided by reports, within three days of the commencement of the experiment for unlimited advance booking, alleging that unrecognised travel agents and others with higher holding powers had booked reserved accommodation on important trains and seats were not available around Puja holidays in Calcutta.

CHECKS
MADE OF
PURCHASE
ENVISIONS

2.22 The Chairman of the Committee accompanied by a senior officer of the Central Bureau of Investigation (CBI) visited Calcutta incognito on May 29 and 30, 1973. They enquired about the availability of seats in different classes and found that the reports were not based on full facts and accommodation on all trains, for pre and post Puja period, were still available. Undoubtedly there was heavy booking by passengers for

Puja period. Except for one day on Howrah-Delhi-Kalka Mail (1 Up), three days on Sealdah-Jammu Tawi Express (17 Up) and five days on Darjeeling Mail (43 Up) third class berths were available on all other trains even at the end of the two months experimental period on July 15, 1973. Similarly, in the case of first class except for 8 days on Sealdah-Jammu Tawi Express (17Up) and 5 days on Darjeeling Mail (43 Up), berths were available on all other trains at the end of the experimental period. Appendices H & J show the availability position of accommodation on important outgoing and incoming trains at Howrah for 23 days from September 22 to October 14, 1973.

VIEWS OF
RAILWAY
ADMINIS-
TRATIONS

2.23 It was said that adoption of unlimited period of advance reservation would make it necessary to have bulky and unmanageable registers. The actual pattern of advance reservations which is given in Appendix K shows that on most of the trains bulk of the passengers booked seats only 11 to 25 days in advance. In practice it was found sufficient to have registers with a provision for only 30 days advance booking with some additional pages for entries of advance booking beyond 30 days. During the two month period, when advance booking was allowed for unlimited period, there were only a few isolated cases where booking was done beyond 172 days. All Railways have expressed the view that increasing the period of advance reservation would not involve unmanageable reservation registers. The Committee has, however, been giving thought to rationalisation of the procedures and the reservation systems. This will be dealt with in the final report

EFFECT ON
CANCELLA-
TIONS

2.24 Yet another fear expressed was that adoption of unlimited advance reservation would increase workload due to larger number of cancellations. Table V shows the extent of cancellations of confirmed berths for third class 3-Tier on long distance trains before, during and after the experiment at Delhi.

TABLE V

Showing Extent of Cancellation of Confirmed
Berths Third Class Three Tier on Long Distance Trains
Before, During and After the Experiment at Delhi

S. No.	Train	Prior to Experiment			During the Experiment			After the Experiment			
		No. of berths booked	No. of berths can- celled	% of can- cel- lation	No. of berths booked	No. of ber- ths lat- ed can- cel- led	% of can- cel- lion	No. of berths book- ed	No. of ber- ths lat- ed can- cel- led	% of can- cel- lion	
											May 1972
		1	2	3	4	5	6	7	8	9	10
1.	New Delhi-Madras Central G.T. Express(16 Up)	2197	141	6.4	1923	58	3.0	1540	31	2.0	
2.	New Delhi-Hydera- bad Express(22 Up)	899	97	10.8	2102	51	2.4	1484	34	2.3	
3.	Kalka-Delhi- Howrah Mail(2 Dn)	3379	210	6.2	1558	77	4.9	1388	83	6.0	
4.	Delhi-Howrah Express (12 Dn)	1261	89	7.1	1451	74	5.1	1258	66	5.2	
5.	Amritsar-Bombay Central Frontier Mail (4 Up)	2626	167	6.4	900	116	12.9	574	59	10.3	
6.	New Delhi-Bombay Central Paschim Express (26 Up)	2429	86	3.5	530	19	*3.6	1088	38	*3.5	
	Total	12791	790	6.2	8464	395	4.7	7332	311	4.2	

* On a number of days trains were cancelled due to priority for foodgrain movement from north to western India

Appendix L shows the average daily cancellations for first and third class travel during the experimental and the non-experimental periods for 13 important trains in the country. It would be seen that the extent of cancellations was not significantly different during the experimental period as compared to the normal period.

2.25 A view was expressed that extension of period for advance reservation would make short notice travel more difficult. Even under the existing system emergency reservation on important trains, a day or two before the date of journey, is quite difficult. The extension of the period of advance reservation would not change the situation.

ADVANTAGE
OF
EXTENSION
OF TIME
LIMIT

2.26 In contrast to the period when there are time limit on advance bookings, the excessive rush and scramble for queue positions on the day of opening of bookings, especially in the morning, underwent a complete change. The studies conducted at Delhi show that the queue pattern on the counters at different hours of the day become very different and the number of passengers

seeking reservations in first hour of the opening went down significantly. Charts I, II and III show the comparative arrival pattern of passengers on important counters seeking reservation at Delhi and New Delhi stations during July 1973, the experimental period for unlimited advance booking and November 1 to 14, 1972, prior to the experimental period of keeping reservation open for 30 days in advance. Long queues in the mornings or the need to sleep overnight became unnecessary, reducing considerable inconvenience to genuine passengers.

CBI REPORTS
ON THE ACTIVITIES OF
UNRECOGNISED
TRAVEL
AGENTS

2.27 Independent discreet enquiries conducted by the Central Bureau of Investigations at Bombay, Calcutta, Madras and Delhi also show that the business of the unrecognised travel agents and anti-social elements had considerably gone down during the experimental period. The CBI enquiries also reveal that black marketing in reserved accommodation is again picking up after the completion of the experiment as the Railways have reverted to their original time limits for advance booking.

CHART - I

COMPARATIVE ARRIVAL PATTERN OF PASSENGERS

AT

COUNTER NO. 7 & 8 DELHI MAIN

Delhi-Howrah Janta Express, Delhi-Howrah Express,
Delhi-Howrah Mail

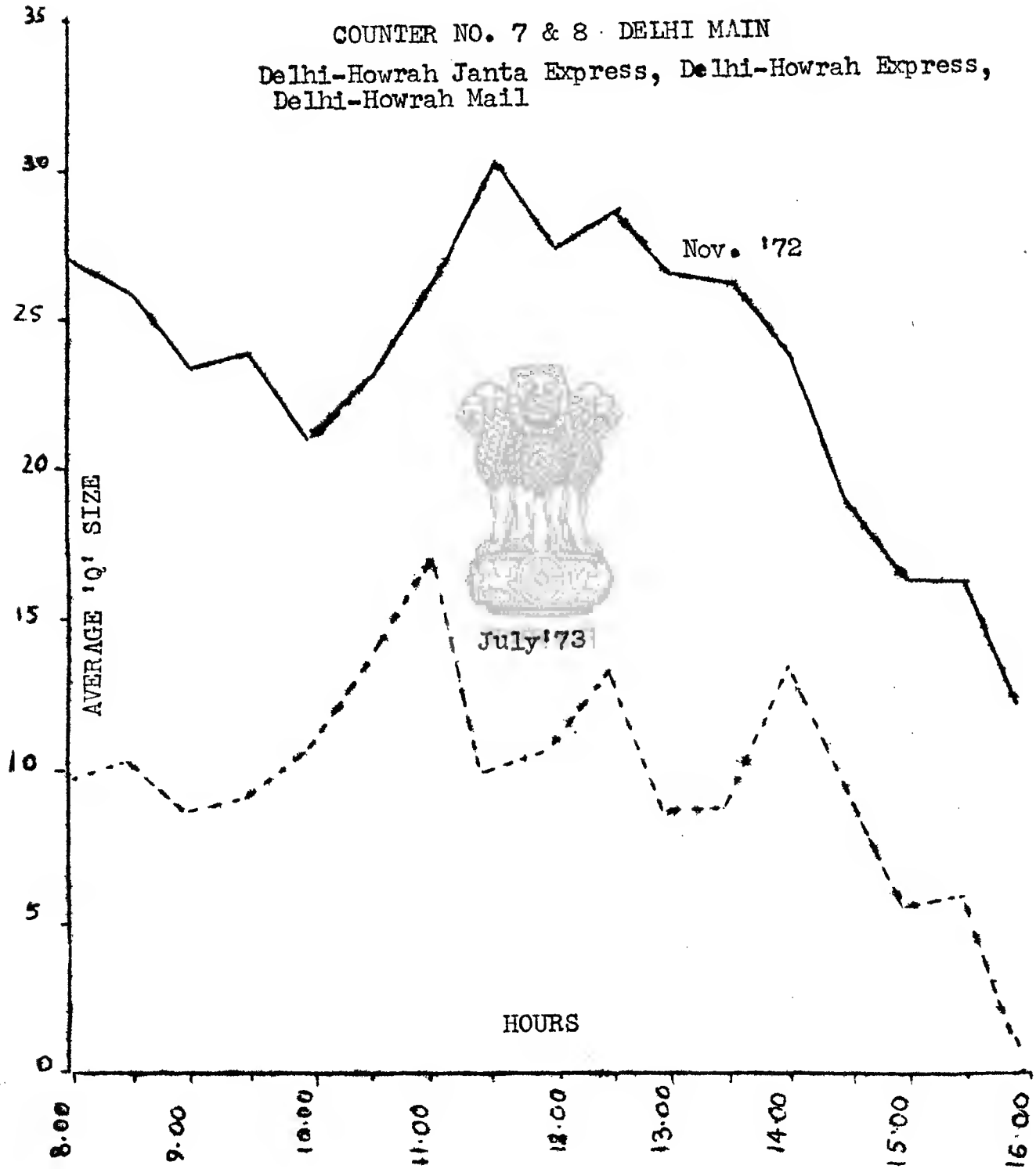


CHART - II

COMPARATIVE ARRIVAL PATTERN OF PASSENGERS

AT

COUNTER NO. 7 & 8 NEW DELHI

NEW DELHI - Bombay Central Airconditioned Express,
~~Dehradun - Bombay Central Express~~

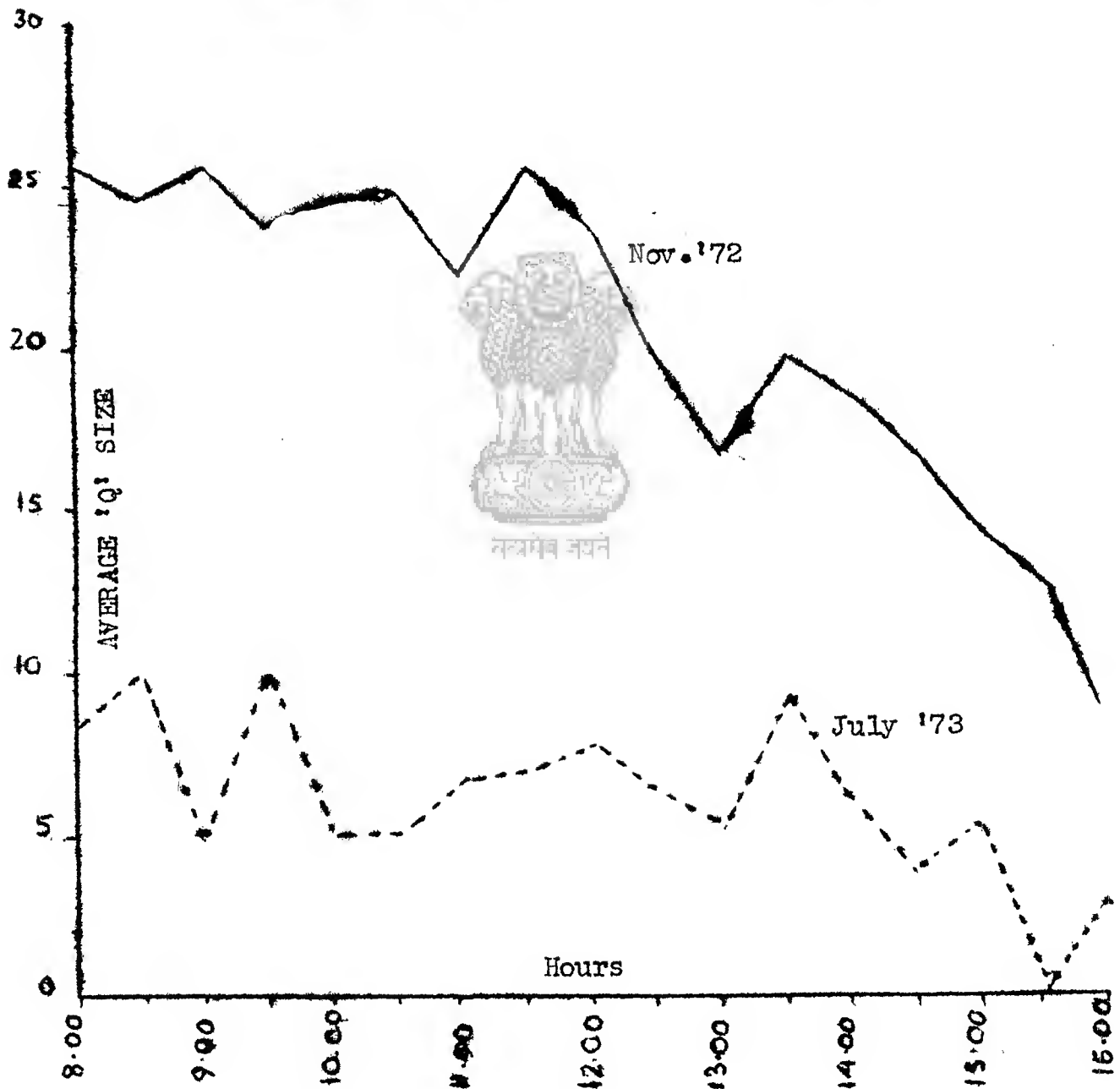


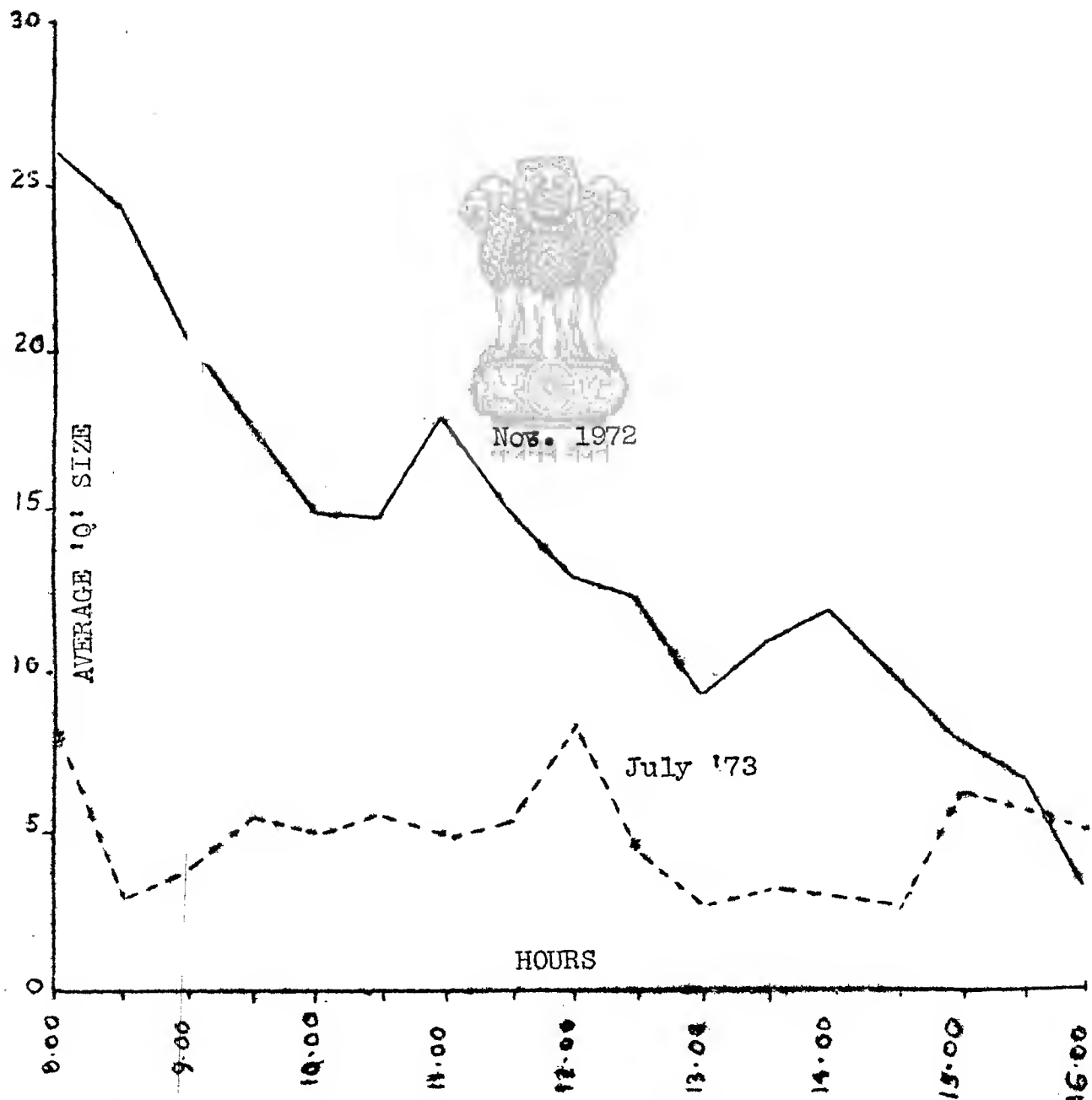
CHART- III

COMPARATIVE ARRIVAL PATTERN OF PASSENGERS

AT

COUNTER NO. 13 & 14 NEW DELHI

New Delhi-Madras G.T.Express



REACTION
OF RAILWAY
STAFF AND
UNIONS

2.28 During the tours, the Committee had discussions with a large number of railway officials. Most of the railway employees were in favour of the extension of time limit for advance booking. The representatives of the railwaymen's trade unions who met the Committee also supported the idea since they were worried because the railwaymen in general have to share the blame for malpractices resorted to by a few black sheep.

ALTERNA-
TIVES FOR
EXTENSION
OF TIME
LIMITS

2.29 In view of the above mentioned considerations the Committee is of the opinion that it is not rational to have differing limits for advance booking for upper and lower classes. The Committee has also come to the conclusion that the existing periods for advance reservations are short and to a great extent responsible for the malpractices. There is, therefore, a clear case for extending the time limit for advance reservations. There are three alternatives suggested, viz., (i) a time limit of three months; (ii) a time limit of a year; and (iii) unlimited time.

RECOMMENDATION

2.30 After weighing the pros and cons of various alternatives, the Committee recommends the time limit of one year for advance reservations uniformly for all classes of accommodation.

2.31 The Committee would like to make two observations. First, the extension of time limit for advance reservations is in no way sought to be a solution for the overall imbalance between demand and supply of accommodation on railways. Second, a certain degree of resistance to the extension of time limits from some sections of the staff and public seems more psychological than real. The Committee hopes that the experience of conducting advance reservations for unlimited period must have given sufficient degree of confidence to Railways who may have to implement this decision.

CHAPTER III

WORKING HOURS OF THE RESERVATIONS OFFICES

The convenience of passengers and avoidance of long queues resulting in excessive waiting, have to be the primary considerations in determining working hours of the reservation offices. Since the Railways cater to a variety of occupational groups, it is necessary to take the passengers' convenient timings into consideration.

While it is convenient for a particular group to visit reservation office during day time, the others may find it easier to do their reservations before or after office hours. It is also necessary to keep in mind the size and character of the station and workload of the reservation offices. It has been suggested that the ideal solution would be to keep the reservations open round the clock. But in recommending working hours which would be convenient to all sections of the travelling public a constraint is imposed by the cost of operation of the staff manning these offices. Therefore, the Committee has to take a balanced view between the financial cost of longer hours and the non-quantifiable factors like the benefits and conveniences to the passengers.

3.2 At present, broadly speaking, working hours for reservation offices vary from (i) one city to another; (ii) one booking office within the same city to another; (iii) one class of travel to another; and (iv) one zonal railway to another. The working hours are usually longer for the upper and shorter for the lower classes of travel.

3.3 Viewed from the size of the reservations, a booking office has to do, it is found that even though the number of seats and berths to be booked in upper classes of travel is much smaller,

the staff strength and the actual hours of work are, in comparison to lower classes, much higher. For example, at Delhi Main and New Delhi stations, where bookings for lower classes is done, the number of reservations to be made is nearly 9,000 a day. At Connaught Place Reservation Office, exclusively meant for first class and ACC reservations, the accommodation to be booked is only about 2,000. The staff strength for third class booking offices in Delhi and New Delhi is 82, whereas the first class booking office is manned by 89 persons. As regards the working hours, the timings for first class are from 8 a.m. to 8 p.m. and for third class, these are from 8 a.m. to 4 p.m. only. Appendix 'M' gives details of the comparative work load, staff strength and working hours of the reservation offices at important stations for upper and lower classes.

DEPARTMENTAL
REVIEW

3.4 The Railways had reviewed the question of working hours of reservation offices in August, 1965. On certain stations the offices were kept open round the clock for a few months. In 1970, the Railway Board, once again, considered the issue and advised Zonal Railways that each zone could determine its own timings, keeping in mind the convenience of the passengers in their area. The Board however, directed the Zonal Railways to adopt uniform timings for upper and lower classes for opening and closing of reservation offices. Upto January 25, 1969; reservation offices for third class at New Delhi were kept open upto 10 p.m.. But the working hours were

reduced on the basis of Work Study Team Report of 1966. The ~~Work~~ Study came to the conclusion that in the third class booking office at New Delhi station, there was very little work for the staff from 6 p.m. to 10 p.m. The ~~same~~ was true of the booking hours between 6 a.m. to 8 a.m.

3.5 It is relevant to note that workload, during different parts of the working hours, is very closely related to the time limits for advance reservation. If the limits are short, as is ^{the} case at present, passengers seeking reservations have to reach in the early hours of booking since late arrival may, in all probability, mean their failure to obtain reservation even on the opening day. Thus it is not unlikely that the Work Study Team had found the reservation staff without much work in the evenings, because there were few passengers due to the fact that seats for most of the trains had already been exhausted.

3.6 Generally, upper class passengers give expression to their difficulties through the Press and are more vocal in contrast to the average third class passenger. The railways, therefore, may be put under pressure to remove discomfort of the upper class passengers. But absence of protests and higher degree of tolerance on the part of poorer sections should not result in lack of attention and action.

3.7 During the experimental period at Bombay, Calcutta and Madras, it was observed that though bulk of the passengers looked their seat between 9 a.m. and 6 p.m.; there were 15 to 20 percent of the passengers who visited reservation offices either early morning or between 6 p.m. and 8 p.m. This pattern would further change once it is widely known that reservation timings have been extended and reservation could be made for longer duration in advance. Even as it is, we consider that 15 to 20 percent is fairly large number to warrant extension of the present timings for reservation. A substantial advantage of extended hours is that since queue lengths get reduced considerably the average waiting time is reduced. Table VI shows the comparative waiting time in the reservation office at New Delhi station during experimental and post experimental periods.

TABLE VI

Showing comparative Waiting Time at Different Counters at New Delhi Station III Class Reservation office during Experimental and Post Experimental Period.

S. No.	Train	Counter No.	Reservation dealt with	Waiting time (Minutes) during working hours 8 a.m. to 9 p.m.	Waiting time (Minutes) during working hours 8 a.m. to 4 p.m.	% excessive time 5 : 4
1	2	3	4	5	6	
1	New Delhi-Howrah AC Express (82/104 Dn)	1	III ACC	4.7	8.2	74
2	New Delhi-Howrah Rajdhani Express (102 Bn)	2	III ACC	7.1	26.5	273
3	New Delhi-Bombay Central Rajdhani Express (152 Up)	2	III ACC	7.1	26.5	273

CHAPTER IV

WAITING LISTS

The objective of maintaining waiting lists is two fold. First to obtain advance indication of the likely demand and initiate action to augment accommodation if necessary. Indian Railway Commercial Manual 1967 requires the Assistant Commercial Superintendent (Reservation) to "contact his counterpart in the operating branch for augmenting the train composition" in case he finds the waiting list reasonably large to warrant attaching of additional coaches. However, when it is not possible to augment the load on a particular train, the Manual suggests that "alternative arrangements to provide additional accommodation on other ^{suitable} trains should be made". Second, to reduce element of discretion to the Railway staff at the platform in the matter of allotting berths in case there are last minutes cancellations or release of accommodation due to any other reason. Maintenance of waiting lists operates on 'first come first served' principle and provides a basis for determining the order of preference for wait-listed persons in allotment of reserved accommodation on the spot.

4.2 According to the Commercial Manual, the actual number of persons to be 'wait-listed' per train is left to the discretion of the Railways. The Manual, however, prescribes the minimum limit as ten persons per train. Prior to March, 1968, the Railways had the practice of maintaining unlimited waiting lists for all classes of travel. But, it was reported to the Committee that due to the inadequate supply of third class sleeper coaches, the Railway Board took a decision to limit the waiting lists for lower classes to 10 percent of the accommodation available.

As upper class coaches were not in short supply, the practice of unlimited waiting lists was continued. Since then the supply of third class sleeper coaches has increased substantially. Table VII shows the year-wise increase;

TABLE VII
Showing Increase in the Third Class
Sleeper Coaches between 1968 to 1972

S. No.	Year	Number of III Class sleeper coaches	Number of coaches added during the year
	1	2	3
1	1968	1288	..
2	1969	1300	12
3	1970	1900	600
4	1971	1975	75
5	1972	2064	89
6		Total increase	776

The Committee therefore observes that ^{with} increased stock of the sleeper coaches, the plea of inadequate supply does not hold good any more.

RESERVA-
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TO UPPER
CLASS
ONLY

4.3 The decision to limit waiting lists to 10 percent for lower classes and allowing unlimited waiting lists for upper classes has resulted in creation of an in-built mechanism which makes the reservation system responsive only to the upper classes. Since there is not even a single train, on the major routes, which has ten coaches of any lower class, the 10 percent waiting lists on no train would warrant attaching an additional ^{third class coach.} Whenever, addl. coaches for lower classes were attached, these were on any other ground rather than the waiting lists. Table VIII shows break-up of additional coaches attached for different classes during the rush periods on important trains.

TABLE VIII
Showing Number of Extra Reserved Coaches
Attached During Rush Periods 5.7.1972

S. No.	Period	I	AC Chair car	III	Total
	1	2	3	4	5
1.	April to July 1972	2,307	89	381	2,777
2.	September to October, 1972	395	16	126	537
3	Total	2,702	105	507	3,314
4	Percentage	81.5	3.2	15.3	100

TOTAL
VACANCIES
EXCEED
10 PER
CENT

4.4 A study of the extent of cancellation shows that nearly 3 to 7 percent passengers cancel confirmed reservations. This percentage, of course, varies from train to train and period to period as shown in Table V of Chapter II. Accommodation also becomes available due to under-utilisation of quotas. Table IX shows the extent of non-utilisation of quotas on selected trains during November '72:

TABLE IX
Showing Extent of Non-utilisation of
Quotas During November, 1972

S. No.	Train	Total No. of III Sleeper berths avail- able	No. of berths set aside for quotas	Average No. of berths not utili- sed	% of Col. 4 to Col. 2
	1	2	3	4	5
1	Bombay VT-Ferozepur Cantt. Punjab Mail (5 Dn)	173	62	4	2.3
2	Bombay-Howrah Mail via Nagpur (1 Dn)	225	27	22	9.8
3	Howrah-Amritsar Mail (5 Up)	243	81	18	7.3
4	Howrah-Dehradun Express (9 Up)	287	69	18	6.4
5.	Howrah-Delhi Express (11 Up)	173	42	9	5.2

	1	2	3	4	5
6	Howrah-New Delhi AC Express (81 Up)	173	61	7	4.0
7	Amritsar-Howrah Mail (6 Dn)	173	89	11	6.3
8	Amritsar-Dadar Express (58 Up)	98	75	10	10.2
9	Howrah-Bombay Mail via Nagpur (2 Up)	225	94	47	20.9
10	Howrah-Madras Mail (3 Up)	248	99	14	5.6
11	Bombay-Amritsar Frontier Mail (3 Dn)	150	38	0	0.0
12	Bombay-Dehradun Express (19 Dn)	182	95	6	3.3
13	Bombay-Ahmedabad Gujarat Mail (2 Up)	150	51	3	2.0
14	Howrah-Delhi-Kalka Mail (1 Up)	248	103	10	4.0
15	New Delhi-Madras G.T. Express (16 Up)	173	79	1	0.6
16	New Delhi-Hyderabad Express (22 Up)	99	40	4	4.0
17	Delhi-Howrah Express (12 Dn)	173	55	11	6.4
18	Kalka-Delhi-Howrah Mail (2 Dn)	173	63	3	1.7
19	Amritsar-Bombay Frontier Mail (4 Up)	150	74	4	2.7
20	Amritsar-Bombay AC Express (26 Up)	144	36	4	2.8

4.5 The Committee, in its final report would be dealing at length with the question of the quotas. For the present, it would suffice to mention that some accommodation on all important trains becomes available when the utilisation of different quotas is clearly known. Appendix 'P' shows the number of days when unutilised quotas and cancellations were more than 10% of the accommodation available on important trains. It has also been observed that, at intermediate stations, a number of seats fall vacant due to termination of journey by passengers occupying reserved accommodation.

LIMIT ON WAITING
LIST ENCOURAGES
MALPRACTICES

4.6 The Commercial Manual places an obligation on the Railways to decide fairly well in advance about the extra coaches so that the public may have as long notice as possible, in any case not less than 3 days in advance. In practice, the decision regarding attachment of additional coaches is taken on the same day. This creates a situation, when passengers find plenty of vacant seats on the train, while according to the reservation office all seats for the train were shown as booked. From experience, passengers know that they stand good chance of obtaining reserved accommodation if they are on the waiting list. Another impression widely shared by public is that even if one is not on the waiting list, it is possible to obtain a seat or berth by paying some money to a Porter, an unrecognised Travel Agent, Ticket Collector, Coach Attendant or the Conductor.

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4.7 The Committee finds that the number of seats and berths allotted by Travelling Ticket Examiners, Conductors or Coach Attendants on trains is large. Appendix 'Q' shows the number of persons, who were provided accommodation by the Travelling Ticket Examiners, on important trains.

The Committee believes that allotment of a large number of seats on train by the railway travelling staff is an unhealthy situation as it gives them discretion in allotment of reserved accommodation. The Committee

also finds that according to the Rules, waiting lists remain valid only up to the time of departure of the trains. It is not uncommon to come across cases where Travelling Ticket Examiners refuse to entertain wait-listed passengers even when accommodation is available, on the plea that the validity of the wait-list has ceased with the starting of the train. The procedures regarding allotment of accommodation on platform and train to the wait-listed passengers would be dealt with in the final report. The limited waiting lists neither provide a basis on which additional coaches for lower classes can be attached, nor do these serve as a basis for determining the order of preference for allotment of accommodation ^{on} the platform and the train.

4.8 A study of the number of persons provided accommodation out of the waiting lists shows that the percentage of absorption is quite high. Table X shows the number of persons, who were wait-listed and accommodated out of the waiting lists for important trains.

TABLE X
Showing number of persons accommodated out of the waiting
list on some important trains

S. No.	Train	Total No. of berths available for booking daily	Average No. of passengers waiting daily	No. of passengers on waiting list	% of columns -----		Average No. of passengers provided out of waiting list	% of columns -----	
		30	Unlimited	3	4	30 days in advance	Unlimited period	7 to 2	8 to 2
		1	2	3	4	5	6	7	8
1.	Bombay-Amritsar Frontier Mail (3 Dn.)	150	30.8	32.0	20.5	21.3	22.8	24.0	15.2 16.0
2.	Howrah-Delhi-Kalka Mail (1 Up)	248	35.3	29.6	14.2	12.0	10.0	8.5	4.0 3.4

CHAPTER V

SUMMARY OF OBSERVATIONS AND RECOMMENDATIONS

Para Number
referred to
in the
Report

Summary of observations and recommendations

CHAPTER I Introduction

- 1.4 The First Report deals with three aspects of reservation system;
- i) Time Limit for advance reservation;
 - ii) Working hours of reservation offices; and
 - iii) Waiting lists

CHAPTER II Time Limit for Advance Reservation

- 2.1 It is observed that there is an imbalance between demand of the passengers and the capacity available leading to excessive over-crowding on important trains.
- 2.3 Passengers seek reservations because by paying additional a small amount, one can avoid inconvenience of overcrowding.
- 2.5 When the three facts of (i) higher rate of long distance traffic, (ii) restricting of coach utilisation through reserved accommodation; and (iii) difficulty in augmenting capacity, are seen together, the rationality for excessive demand for reserved seats or berths than the present capacity and the unavoidable premium on reserved seats or berths become only too obvious.
- 2.7 On most of the important trains, the entire accommodation open for reservation gets filled within hours of opening of the reservation offices.

2.9

When the maximum time limit for advance reservation is fixed, as at present, those who are not successful in obtaining reservation on the opening day, have to come to the reservation office again and again till they are able to book their seats or berths. This is most pronounced at important stations for long distance trains.

2.10

One of the main reasons for people sleeping overnight and touts occupying queue positions, is the rush for reservations at the time of opening of the windows which is inevitable, if the time limit is short.

2.11

Due to shorter duration of 10 days of advance period for third class as compared to 20 days for first class, there is a greater scope for and malpractices in third class/AC chair-car reservations. Anti-social elements corner reserved accommodation because of the obvious advantage of making quick money within a few days.

2.12

A number of suggestions from the public were received by the Committee for removal of malpractices. An analysis of these suggestions as well as preliminary discussions with the officials revealed that one of the important reasons for the malpractices is the short period allowed for advance reservation.

Summary of observations and recommendations

2.13

There were a few objections to extending the period of advance reservation which were;

- i) an average passenger cannot plan his journey in advance;
- ii) it would help unrecognised Travel Agents;
- iii) seats would get blocked much in advance of the date of journey, making emergency travel difficult;
- iv) poorer classes cannot block money in advance; and
- v) workload of staff and cancellations would increase.

2.14

In view of the mixed reaction to the proposal for extending the time limit for advance reservations, the Committee decided that the Railways should undertake experiments in extending the time limit for advance reservation both during lean and rush periods. Accordingly, an experiment for keeping the reservation open for 30 days in advance for all classes was conducted from November 15 to December 14, 1972 and from April 15 to May 14, 1973. From May 15 to July, 15, 1973 the period was made unlimited.

2.17
2.18 &
2.19

Analysis of the data of the experiments revealed that an average passenger, especially that of the third class, plans his journey much better. For example, more than 1,000 passengers booked 40 days in advance ex-Delhi to Madras.

Para Number
referred to
in the Report

Summary of observations and recommendations.

- 2.20 The pattern of advance booking shows that longer the train journey, the earlier is the demand for reservation.
- 2.21 When the period for advance reservation was more, the scope for malpractices by unrecognised Travel Agents was much less as they were not able to block money over a long period.
- 2.22 Reports from Calcutta alleging blocking of reserved accommodation in fictitious names on important trains during Puja holidays and non-availability of same were not quite correct. Accommodation on most of the trains was available even at the end of the two months experimental period.
- 2.23 The bulk of the reservations were only between 11 to 25 days in advance of the scheduled journey and it was found sufficient to have registers for 30 days with some extra pages. Extension of the period of advance reservation would not increase the workload.
- 2.24 Number of cancellations did not increase significantly during the extended period of advance reservation as compared to normal periods.
- 2.25 There was a fear that emergency travellers may suffer if the period is extended. However, the situation regarding emergency travel would not get aggravated even with the extension.

Para Number
referred to
in the Report

Summary of observations and recommendations

- 2.26 During the period of the experiment, excessive rush and scramble for queue positions on the day of opening decreased. The queues were substantially shortened in the morning as the reservations were spread throughout the day.
- 2.27 Discreet enquiries by CBI at metropolitan cities revealed that business of unrecognised Travel Agents had considerably gone down during the extended period of advance reservations.
- 2.28 Railway employees and representatives of their unions supported the idea of the extension of time limit for advance reservations.
- 2.29 Committee considered three alternatives:
i) a time limit for advance reservation for three months;
ii) a time limit for a year; and
iii) unlimited time.
- 2.30 After weighing pros and cons of the various alternatives, the Committee recommends the time limit of one year for advance reservations uniformly for all classes of accommodation.

Para Number
referred to
in the Report

Summary of observations and recommendations

CHAPTER III Working Hours of the Reservation Offices

- 3.1 The primary considerations in determining the working hours of reservation offices should be the convenience of passengers keeping in view the additional cost of operation. The Committee has tried to take a balanced view between the financial costs and the non-quantifiable factors like the benefits and convenience to the passengers.
- 3.2 The working hours of reservation offices vary from railway to railway, class to class and city to city as also from one reservation office to another within a city.
- 3.3 Though the workload in the reservation offices for the lower classes is much higher, the staff strength and the facilities to the lower class passengers are far poorer than those of the upper classes.
- 3.6 Absence of protest and higher degree of tolerance on the part of poorer section should not result in lack of attention and action on the part of the Railways.
- 3.7 During the experimental period, it was observed that a fairly large number of passengers booked seats during the extended hours. The queue length and the average waiting time also got reduced substantially.

Para number
referred to
in the Report

Summary of observations and recommendations

- 3.8 Inconvenient and limited hours of working of reservation offices have, to some extent, also helped unrecognised Travel Agents to flourish.
- 3.9 The Committee notes that the workload differs from counter to counter and there is a need for rationalisation to reduce long queues.
- 3.10 The Committee, therefore, recommends that the Railways should have uniform working hours for all classes of reservations, and the reservation offices at all major stations should function on two shift basis for 16 hours a day.

CHAPTER IV Waiting Lists

- 4.1 The Committee observes that maintenance of waiting lists provides an indicator to the Railways to initiate advance action for augmenting train capacities for the likely excessive demands on particular days. Further, the waiting lists operationalise the concept of 'first come first served' for allocation of seats and berths on the spot in case these fall vacant due to any reason.
- 4.2 &
4.3 At present, waiting lists for third class passengers are kept to the extent of 10 percent of the accommodation, whereas there is no limit for waiting lists for upper classes.

referred to
in the Report

Summary of observations and recommendations

The present limit on maintaining waiting lists for lower classes of travel has created an inbuilt mechanism which gives no scope for attaching extra coaches for third classes, while it leaves scope for augmenting of capacity for upper classes.

4.4 &
4.5

The Committee has observed that in practice a fairly large number of berths and seats become available for allotment due to last minute cancellations and non-utilisation of quotas. It is not uncommon to find that the waiting list is smaller than the number of seats which fall vacant for allotment.

4.6

In spite of the Rules that the Railways should decide to attach additional coaches at least three days in advance, in practice the decision is normally taken on the day of the journey. This creates situations where passengers find lot of vacant space on the trains, though it was denied to them at reservation offices. This space comes handy for allotment at the discretion of the railway staff or through porters and unrecognised Travel Agents.

4.7

The Committee finds that the number of seats and berths allotted by the Travelling Ticket Examiners, Conductors or Coach Attendants is large, which is not a healthy situation.

The Committee has observed that according to the present rules the waiting lists lapse on the departure of the train, which wipes out the order of preference for allotment on train.

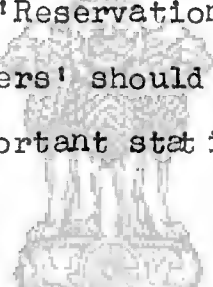
Para Number
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in the Report

Summary of observations and recommendations

4.8

The Committee, therefore, recommends that:-

- i) limit imposed on the size of the waiting list for lower classes should be withdrawn;
- ii) the waiting list should not lapse on the departure of the train and the wait-listed persons should be given preference in order of priority over others; and
- iii) Rule 627 of the Commercial Manual making it obligatory to have indication boards with the legend 'Reservation Booth for Wait-listed Passengers' should be strictly implemented on all important stations.


Krishan Kant
Chairman

Lokanath Misra
Member

K. Manoharan
Member

S. M. Banerji
Member

Salebhoy Abdul Kader
Member

Sumitra Kulkarni
Member

Narsingh Narain Pandey
Member

Shankar Dayal Singh
Member

D. C. Goswami
Member

New Delhi,
October 9, 1973.

APPENDIX 'A'

Resolution No. ERB-I/72/21/60 dated January 23, 1973
Appointing the Committee.

R E S O L U T I O N

In the course of the debate on Railway Budget, 1972-73, in Rajya Sabha, the Minister for Railways had announced on 25.5.1972 his intention to appoint a Committee to look into the problem concerning mal-practices of unauthorised agencies and other anti-social elements in the matter of obtaining rail reservation of seats and berths. The Government of India accordingly constituted a Committee known as the "Committee on Reservation & Booking - 1972". The Committee consists of the following:-

Chairman

1. Shri Krishan Kant, Member Parliament

Members

2. Smt. Sumitra Gandhi Kulkarni, Member Parliament
3. Shri Narsingh Narain Pandey, Member Parliament
4. Shri Salebhoy Abdul Kadar, Member Parliament
5. Shri Lokanath Misra, Member Parliament
6. Shri S.M. Banerji, Member Parliament
7. Shri K. Manoharan, Member Parliament
8. Shri Shankar Dayal Singh, Member Parliament
9. Shri D.C. Goswami, Member Parliament

Shri P.V. Vaitheeswaran, an officer of I.R.T.S. has been appointed to function as the Secretary of the Committee.

The terms of reference of the Committee are:-

- (i) to examine the rules and procedures in vogue on Railways in respect of sale of tickets and reservation of seats/berths and suggest proposals;
 - (a) to minimise inconvenience to passengers in the matter of obtaining tickets and reservations;
 - (b) to remove the lacunae in the procedures which permit commission of irregularities.
- (ii) to identify the nature of malpractices and irregularities committed by out-siders including unrecognised Travel Agencies in securing unauthorised reservations and to suggest measures to stop the same; and
- (iii) to study the adequacy of the existing provisions of law to deal effectively with the offenders and to make recommendations in this regard.

The Committee will endeavour to submit its report to Government as early as possible.

H.F. Pinto
Secretary, Railway Board

APPENDIX B

Meetings held and Tours undertaken by the Committee

I MEETINGS

September 28 and 29, 1972
October 23 to 25, 1972
December 9, 1972
March 24, 1973
April 4, 1973
May 12 and 22, 1973
August 20 and 31, 1973
September 6, 11 to 14, 17, 24 to 29, 1973
October 1 to 4, 1973

(All the meetings were held at New Delhi)

II TOURS

<u>Place visited</u>	<u>Dates</u>
Calcutta	December 30, 1972 to January 2, 1973.
Puri	January 3 and 4, 1973
Bhubaneshwar	January 5, 1973
Ahmedabad	February 3, 1973
Surat	February 4, 1973
Bombay	February 5 to 7, 1973
Vasco-da-Gama	February 9, 1973
Pune	February 11, 1973
Kanpur	July 14, 1973
Allahabad	July 15, 1973
Varanasi	July 16, 1973
Gorakhpur	July 17, 1973
Lucknow	July 18 and 19, 1973.

APPENDIX C

List of Persons and Organisations who gave Evidence

I - INDIVIDUALS

<u>S.No.</u>	<u>Name</u>	<u>Place</u>	<u>Date</u>
1.	Shri K.C. Rae	New Delhi	23-10-72
2.	Shri K.S. Bhalla	New Delhi	23-10-72
3.	Shri Shiv Sagar Gupta	Calcutta	30-12-72
4.	Shri S. Chowdhri	Calcutta	30-12-72
5.	Shri H.K. Moitra	Calcutta	30-12-72
6.	Shri Amal Chandra Ray	Calcutta	30-12-72
7.	Shri A. Victor	Calcutta	30-12-72
8.	Shri Madhusudan Das	Calcutta	1- 1-73
9.	Shri B.K. Basu	Calcutta	2- 1-73
10.	Shri Jafar Moochala	Calcutta	2- 1-73
11.	Shrimati Kuntala Acharya	Puri	3- 1-73
12.	Mahant Maharaj of Jagannath Temple	Puri	3- 1-73
13.	Shri A.R.R. Menon	Ahmedabad	3- 2-73
14.	Shri A.P. John	Ahmedabad	3- 2-73
15.	Shri V.R. Armugam	Ahmedabad	3- 2-73
16.	Shri J.P. Singh	Ahmedabad	3 - 2-73
17.	Shri V.C. Golvala	Surat	4- 2-73
18.	Shri S.M. Shah	Surat	4- 2-73
19.	Shri Nana Lal Gajjar	Surat	4- 2-73
20.	Shri Ramesh Mehta	Surat	4- 2-73

Contd...

<u>S.No.</u>	<u>Name</u>	<u>Place</u>	<u>Date</u>
21.	Shri S.G. Shah	Bombay	5-2-73
22.	Shri Manubhai A. Shah	Bombay	5-2-73
23.	Shri J.A. Modi	Bombay	5-2-73
24.	Shri I.A. Syed	Bombay	5-2-73
25.	Shri T.P. Sethna	Bombay	5-2-73
26.	Shri K.U. Thakkar	Bombay	5-2-73
27.	Shri G.S. Dwivedi	Bombay	6-2-73
28.	Shri F. Nawab	Bombay	6-2-73
29.	Shri Durga Shankar P. Mehta	Bombay	6-2-73
30.	Shri S.C. Patel	Bombay	6-2-73
31.	Shri Goverdhan G. Khaitan	Bombay	6-2-73
32.	Shri M.S. Subrahmanya	Bombay	6-2-73
33.	Shri I.N. Padhya	Bombay	6-2-73
34.	Shri Rao Satyanand Narayan	Bombay	6-2-73
35.	Shri Rajesh Gami	Bombay	6-2-73
36.	Shri M.P. Kini	Bombay	6-2-73
37.	Shri K. Ramakrishnan	Bombay	6-2-73
38.	Shri J.B. Chacha	Bombay	6-2-73
39.	Shri Virchand Nihalchand	Bombay	6-2-73
40.	Shri K.N. Nair	Bombay	6-2-73
41.	Shri Sampatraj J. Jani	Bombay	6-2-73

....contd.

Appendix C (contd.)

<u>S.No.</u>	<u>Name</u>	<u>Place</u>	<u>Date</u>
42.	Shri S.A. Trivedi	Bombay	7-2-73
43.	Shri G.C. Goyal	Bombay	7-2-73
44.	Shri R.S. Dhond	Bombay	7-2-73
45.	Shri D. Vaidyanathan	Bombay	7-2-73
46.	Shri K.S. Mani	Bombay	7-2-73
47.	Shri T.N. Awasthi	Kanpur	14-7-73
48.	Shri Sriram Gupta	Kanpur	14-7-73
49.	Shri P.N. Srivastava	Kanpur	14-7-73
50.	Shri Ramesh Srivastava	Kanpur	14-7-73
51.	Shri Ramji Agarwal	Kanpur	14-7-73
52.	Shri S.K. Verma	Kanpur	14-7-73
53.	Dr. Hari Har Goswami	Allahabad	15-7-73
54.	Shri S.R. Bhartiya	Allahabad	15-7-73
55.	Dr. R.C. Mitra	Allahabad	15-7-73
56.	Shri N.M. Mukherjee	Allahabad	15-7-73
57.	Shri K.M.S. Nair	Allahabad	15-7-73
58.	Shri Bhargava	Allahabad	15-7-73
59.	Shri B.P. Tripathi	Allahabad	15-7-73
60.	Shri H.P. Pandiya	Allahabad	15-7-73
61.	Shri L.N. Gupta	Allahabad	15-7-73
62.	Sh. Shyam Kumar	Allahabad	15-7-73
63.	Shri Lokmani Lall	Allahabad	15-7-73

.....contd.

<u>S.No.</u>	<u>Name</u>	<u>Place</u>	<u>Date</u>
64.	Dr. O.P. Gupta	Varanasi	16-7-73
65.	Dr. H.C. Samant	Varanasi	16-7-73
66.	Shri A.G. Sathyanesan	Varanasi	16-7-73
67.	Shri Banarsi Lall	Varanasi	16-7-73
68.	Shri Satguru Prashad Chowdhry	Gorakhpur	17-7-73
69.	Shri V.K. Pant	Gorakhpur	17-7-73
70.	Shri Afzal Ahmed Siddiqui	Gorakhpur	7-7-73
71.	Shri Sajjad Hussain	Gorakhpur	17-7-73
72.	Shri K.L. Gupta	Gorakhpur	17-7-73
73.	Shri Laxmi Shanker Verma	Gorakhpur	17-7-73
74.	Shri Mritunjay Prashad	Gorakhpur	17-7-73
75.	Shri P.P. Abraham	Lucknow	18-7-73
76.	Miss I. Wallace	Lucknow	13-7-73
77.	Shri I.U. Gehani	Lucknow	18-7-73
78.	Shri Anand Awasthi	Lucknow	18-7-73
79.	Shri C.B. Mehrotra	Lucknow	18-7-73
80.	Shri Ashok Agarwal	Lucknow	13-7-73
81.	Shri H.L. Kumar	Lucknow	19-7-73
82.	Shri K.S. Bhatia	Lucknow	19-7-73
83.	Shri K.A. Kalani	Lucknow	19-7-73

.....contd.

Appendix C (contd)II-REPRESENTATIVES OF PASSENGERS' ASSOCIATIONS, TRADE ORGANISATIONS AND OTHER ASSOCIATIONS

<u>S.No.</u>	<u>Name of Association</u>	<u>Place</u>	<u>Date</u>
84.	South Delhi Welfare Association	New Delhi	25-10-72
85.	Federation of Indian Chamber of Commerce	New Delhi	25-10-73
86.	Railway Passengers Association	Calcutta	1- 1-73
87.	Eastern Railway Passengers Association.	Calcutta	1- 1-73
88.	West Bengal Passengers Association	Calcutta	1- 1-73
89.	Bharat Chamber of Commerce	Calcutta	2- 1-73
90.	Merchant's Chamber of Commerce	Calcutta	2- 1-73
91.	Chamber of Commerce, Puri	Puri	3- 1-73
92.	Orissa Mill Owners Association, Jatni	Puri	3- 1-73
93.	Puri Passengers Association	Puri	3- 1-73
94.	Gujarat Chamber of Commerce	Ahmedabad	3- 2-73
95.	Kerala Samajam	Ahmedabad	3- 2-73
96.	Defence Employees Association	Ahmedabad	3- 2-73
97.	South Gujarat Chamber of Commerce	Surat	4- 2-73
98.	Railway Passengers' Association of India	Bombay	5-2-73
99.	Kutch Passengers Association	Bombay	5- 2-73
100.	Dombivili Passengers' Association	Bombay	5- 2-73

....contd.

<u>S.No.</u>	<u>Name of Association</u>	<u>Place</u>	<u>Date</u>
101.	Passenger and Traffic Relief Association	B ombay	5-2-73
102.	Travel Agents Association of India	Bombay	5-2-73
103.	The Youngmen's Hindu Association	Bombay	6-2-73
104.	Bombay Commuters' Council	Bombay	7-2-73
105.	Karjat Railway Passengers Association	Bombay	7-2-73
106.	All India Travel and Transport Relief Association	Pune	11-2-73
107.	Northern India Railway Passengers Association	Kanpur	14-7-73
108.	Merchant Chamber of Uttar Pradesh	Kanpur	14-7-73
109.	Kerala Association	Kanpur	14-7-73
110.	Awadh Chamber of Commerce	Lucknow	19-7-73

III. PRESS REPRESENTATIVES/JOURNALISTS

<u>S.No.</u>	<u>Name</u>	<u>Press/NEWSPAPER</u>	<u>Place</u>	<u>Date</u>
111.	Shri K.N. Singh	Transport & Tourism Journal	New Delhi	25-10-72
112.	Shri Radha Nath Rath	The Samaj, Cuttack	Bhubaneswar	5-1 -73
113.	Shri R.D. Tripathi	N.I. Patrika	Gorakhpur	17-7 -73
114.	Shri Hriday Vikas Pandey	Satdal	Gorakhpur	17-7 -73

....contd.

<u>S.No.</u>	<u>Name</u>	<u>Press/Newspaper</u>	<u>Place</u>	<u>Date</u>
115.	Shri Sarvajeet Shukla	Nav Bharat Times	Gorakhpur	17-7-73
116.	Shri S. Das	U.N.I.	Gorakhpur	17-7-73

IV. RAILWAYMEN'S UNIONS

<u>S.No.</u>	<u>Name of Union</u>	<u>Place</u>	<u>Date</u>
117.	Eastern Railway Men's Union	Calcutta	1-1-73
118.	Northern Railway Men's Union	Kanpur	14-1-73
119.	Northern Railway Men's Union	Lucknow	19-7-73
120.	All India Commercial Clerks Association	Lucknow	19-7-73
121.	National Federation of Indian Railwaymen	New Delhi	17-9-73
122.	All India Railwaymen's Federation	New Delhi	24-9-73

V. RAILWAY OFFICERS

<u>S.No.</u>	<u>Name of Officer</u>	<u>Designation</u>	<u>Place</u>	<u>Date</u>
123.	Shri B.S.D. Baliga	Chairman, Railway Board	New Delhi	23-9-72
124.	Shri B.M. Kaul	Member Traffic Railway Board	New Delhi	23-10-72
125.	Shri G.D. Khandelwal	Retd. Chairman Railway Board	New Delhi	24-10-72
126.	Shri Kripal Singh	Retd. Chairman Railway Board	New Delhi	24-10-72
127.	Shri J.B. Rao	Retd. J.S.D. (FS), Railway Board	New Delhi	24-10-72

Appendix C (contd.)

<u>S.No.</u>	<u>Name of Officer</u>	<u>Designation</u>	<u>Place</u>	<u>Date</u>
128.	Shri V.P. Sawhney	General Manager Eastern Rly.	Calcutta	30-12-72
129.	Shri R. Jagannathan	Chief Comm'l. Supdt., Eastern Railway	Calcutta	30-12-72
130.	Shri R. Srinivasan	Chief Optg. Supdt., Eastern Railway	Calcutta	30-12-72
131.	Shri G.S.A. Saldanha	General Manager S.E. Railway	Calcutta	2- 1-73
132.	Shri V.K. Sthanunathan	Chief Comm'l. Supdt., S.E. Railway	Calcutta	2- 1-73
133.	Shri C.D. Chatterjee	Chief Optg. Supdt., S.E. Railway	Calcutta	2- 1-73
134.	Shri A. Chakravarti	Divisional Sudt., Puri S.E. Rly., Khurda Road		4- 1-73
135.	Shri B.K. Patnayak	Divl. Comm'l. Supdt., S.E., Railway Khurda Road	Puri	4- 1-73
136.	Shri M.K. Misra	Divl. Optg. Supdt., S.E., Railway Khurda Road	Puri	4- 1-73
137.	Shri A.K. Gupta	General Manager Western Railway	Bombay	5- 2-73
138.	Shri R.T. Shahani	Chief Comm'l. Supdt., Western Railway	Bombay	5- 2-73
139.	Shri R. Sampath	Chief Optg. Supdt., Western Railway	Bombay	5- 2-73

contd. ...

Appendix C (contd..)

<u>S.No.</u>	<u>Name of Officer</u>	<u>Designation</u>	<u>Place</u>	<u>Date</u>
140.	Shri G.P. Warriar	General Manager, Bombay Central Railway		7-2-73
141.	Shri M.P. Sathaye	Chief Comml. Supdt. Bombay Central Railway		7-2-73
142.	Shri H.L. Verma	Chief Optg. Supdt. Bombay Central Railway		7-2-73
143.	Shri K.S. Charyulu	Chief Comml. Supdt S.C. Railway	Vasco da Gama	9-2-73
144.	Shri B. Venkataramani	Divl. Supdt., S.C. Railway Hubli	Vasco da Gama	9-2-73
145.	Shri B.L. Verma	Divl. Comml. Supdt., S.C. Rly., Hubli.	Vasco da Gama	9-2-73
146.	Shri M.D. Furushottam.	Divl. Optg. Supdt., S.C. Rly. Hubli.	Vasco da Gama	9-2-73
147.	Shri M.R.N. Murthy	Divisional Supdt., Central Railway, Bombay	Pune	11-2-73
148.	Shri R.L. Seth	Divisional Comml. Supdt., C. Railway Bombay	Pune	11-2-73
149.	Shri V.K. Srivastava	Divl. Operating Supdt., Central Rly Bombay	Pune	11-2-73
150.	Shri B.C. Srivastava	Retd. Superinten- dent, Northern Railway, Kanpur Area	Kanpur	14-7-73
151.	Shri Prabhinder Singh	Divisional Supdt. Allahabad Divn., Northern Rly.	Allahabad	15-7-73

.....contd.

<u>S.No.</u>	<u>Name of Officer</u>	<u>Designation</u>	<u>Place</u>	<u>Date</u>
152.	Shri S.D. Chand	Divisional Commr. Supdt., Northern Railway, Allahabad	Allahabad	15-7-73
153.	Shri P.N. Jauhari	Divisional Optg. Supdt., Northern Railway, Allahabad	Allahabad	15-7-73
154.	Shri C.N. Kapur	Divisional Supdt., Varanasi Division N.E. Railway	Varanasi	16-7-73
155.	Shri R.D. Saklani	Divisional Commr. Superintendent, N.E. Railway, Varanasi	Varanasi	16-7-73
156.	Shri R.S. Jain	Divisional Optg. Supdt., N.E. Rly Varanasi	Varanasi	16-7-73
157.	Shri T.R. Vachha	General Manager, N.E. Railway, Gorakhpur	Gorakhpur	17-7-73
158.	Shri H.N. Kidwai	Chief Commr. Supdt. N.E. Railway	Gorakhpur	17-7-73
159.	Shri Tej Ram	Chief Optg. Supdt., N.E. Railway	Gorakhpur	17-7-73
160.	Shri M. Srinivasan	Director-General R.D.S.O. Lucknow	Lucknow	18-7-73
161.	Shri D.C.H. Mathur	Divisional Supdt., Northern Railway Lucknow	Lucknow	19-7-73
162.	Shri T.S. Saxena	Divisional Commr. Supdt., Northern Railway, Lucknow	Lucknow	19-7-73
163.	Shri N.N. Vasudeva	Divisional Optg. Supdt., Northern Railway, Lucknow	Lucknow	19-7-73

....contd.

Appendix C (contd.)

<u>S.No.</u>	<u>Name of Officer</u>	<u>Designation</u>	<u>Place</u>	<u>Date</u>
164.	Shri K.D. Madan	Divisional Supdt., N.E. Railway, Lucknow	Lucknow	19-7-73
165.	Shri M.S. Nanda	Divisional Comml. Supdt., N.E. Rly Lucknow	Lucknow	19-7-73
166.	Shri M.L. Talwar	Divisional Optg., Supdt., N.E. Rly Lucknow	Lucknow	19-7-73

VI - RAILWAY OFFICIALS

167.	Shri R.B. Saxena	Chief Reservation Supervisor, Northern Railway	New Delhi	23-10-72
168.	Shri K.C. Sharma	Chief Reservation Supervisor, Northern Railway	New Delhi	23-10-72
169.	Shri B.N. Bhatta- charjee	Chief Reservation Supervisor Eastern Railway	Calcutta	2-1- 73
170.	Shri D.D. Vyas	Chief Reservation Inspector, Western Railway	Ahmedabad	3-2- 73
171.	Shri Krishan Lal	Chief Ticket Check- ing Inspector, Western Railway	Ahmedabad	3-2- 73
172.	Shri R.G. Verma	Chief Ticket Inspec- tor, Western Rly.	Bombay	7-2- 73
173.	Miss Barucha	Chief Reservation Inspector, Central Railway, Bombay	Pune	11-2- 73

.....contd.

<u>S.No.</u>	<u>Name of Officer</u>	<u>Designation</u>	<u>Place</u>	<u>Date</u>
174.	Shri A.N. Sharma	Assistant Chief Ticket Inspector, Bombay	Pune	11-2-73
175.	Shri V.D. Nikumbh	Chief Reservation Inspector, Central Railway, Pune	Pune	11-2-73
176.	Shri V.N. Mukkawar	Head Coaching Clerk Central Railway, Pune	Pune	11-2-73
177.	Shri L.J.G.D'Souza	Tourist Guide, Central Railway, Bombay	Pune	11-2-73

VII - TRAVEL AGENTS

<u>S.No.</u>	<u>Name</u>	<u>Travel Agency</u>	<u>Place</u>	<u>Date</u>
178.	Shri K.C. Arora	Delhi Travels	New Delhi	25-10-72
179.	Shri Kumaraiyan	Kumaran Travel Agents	Calcutta	1-1-73
180.	Shri Mohd. Abdul Razak	All India Travel Service	Calcutta	2-1-73

APPENDIX D

List of Members of Parliament who
met the Committee

<u>S.No.</u>	<u>Name</u>
1.	Shri Balram Dass, Member Rajya Sabha
2.	Shri B.P. Maurya, Member Lok Sabha
3.	Shri B.R. Munda, Member Rajya Sabha
4.	Shri Manoranjan Roy, Member Rajya Sabha
5.	Shri N.K. Shejwalkar, Member Rajya Sabha
6.	Shri N.R. Chowdhry, Member Rajya Sabha
7.	Shri Piloo Mody, Member Lok Sabha
8.	Shri Ram Sahai, Member Rajya Sabha
9.	Shri Ramavatar Shashtry, Member Lok Sabha
10.	Shrimati Saraswati Pradhan, Member Rajya Sabha
11.	Shri S.S. Mariswamy, Member Rajya Sabha

APPENDIX E

List of persons and Associations who
submitted Memoranda to the Committee

I.- INDIVIDUALS

<u>S.No.</u>	<u>Name</u>	<u>Place</u>
1.	Shri A. Sivadasan	Trichur
2.	Shri A. Victor	Calcutta
3.	Shri K.N. Singh	New Delhi
4.	Shri K.S. Bhalla	New Delhi
5.	Shri K. Venkataramayya	West Godavary Distt (A.P.)
6.	Shri M.S. Pandalai	New Delhi
7.	Shri N.K. Sinha	Nagpur

II - ASSOCIATIONS

<u>S.No.</u>	<u>Name of Association</u>	<u>Place</u>
8.	All India Travel and Transport Relief Association	Pune
9.	Eastern Railwaymen's Union	Calcutta
10.	Eastern Railway Ticket Checking Staff Association.	Patna
11.	Northern Railway Reservation & Enquiry Staff Association	New Delhi
12.	Orissa Railjatri Hitasadhak Sangh	Bhubaneswar
13.	Railway Passengers' Association of India	Bombay
14.	Thakkar Travel Bureau	New Delhi

APPENDIX FList of Members of Parliament and State Legislatures who Responded to the Chairman's Letter Asking for SuggestionsI. MEMBERS OF PARLIAMENT

1. Shri A.K. Gopalan, Member Lok Sabha
2. Shri Bhupesh Gupta, Member Rajya Sabha.
3. Shri G. Murahari, Deputy Chairman Rajya Sabha
4. Shri Jyotirmoy Bosu, Member Lok Sabha
5. Shri J.B. Dhote, Member Lok Sabha
6. Dr. R.K. Chakrabarti, Member Rajya Sabha
7. Shri Sitaram Jaipuria, Member Rajya Sabha
8. Shri V. V. Swaminathan, Member Rajya Sabha

II - MEMBERS OF STATE LEGISLATURES

9. Smt. Anusuiya Devi, M.L.A., Bihar
10. Shri Bhabani Sankar Mukherjee, M.L.A., West Bengal
11. Shri Chandra Sekhar Dutta, M.L.A., Tripura
12. Shri G. Pattaswamy, M.L.A., Mysore
13. Shri Kundrakudi Adigalar, M.L.C., Tamilnadu
14. Smt. Manorama Devi, M.L.A., Bihar
15. Smt. Manorama Madhav Raj, M.L.A., Mysore
16. Shri Moti Lal Bora, M.L.A., Madhya Pradesh
17. Shri Manik Rao Chavar, M.L.A., Madhya Pradesh
18. Shri Narsingh Das, M.L.A., Madhya Pradesh
19. Shri Narain Jain, M.L.A., Madhya Pradesh
20. Shri N.K. Sarkar, M.L.A., Tripura
21. Shri Nanhey Lal Patel, M.L.A., Madhya Pradesh
22. Shri Naseemuddin Siddique, M.L.A., Uttar Pradesh
23. Shri Ramesh Dayal Arele, M.L.A., Madhya Pradesh
24. Shri Radha Raman Nath, M.L.A., Tripura
25. Shri Vikram Singh Katoch, M.L.A., Himachal Pradesh.

APPENDIX G

List of Trains on which the Accommodation is Fully Reserved in All Classes

S.No.

1. Bombay Central-Delhi Frontier Mail (3 Dn)
2. Delhi-Bombay Central Frontier Mail (4 Up)
3. Howrah-Delhi Kalka Mail (1 Up)
4. Delhi-Howrah Kalka Mail (2 Dn)
5. New Delhi-Madras Central GT/AC Express (16 Up)
6. Madras Central- New Delhi GT/AC Express (15 Dn)
7. Bombay-Howrah Mail via Nagpur (1 Dn)
8. Howrah-Bombay Mail via Nagpur (2 Up)
9. Bombay-Pune Deccan Queen (301 Up)
10. Pune-Bombay Deccan Queen (302 Dn)
11. Madras-Bangalore Brindavan Express (39 Dn)
12. Bangalore-Madras Brindavan Express (40 Up)
13. New Delhi-Agra Cantt. Taj Express (80 Up)
14. Agra Cantt-New Delhi Taj Express (79 Dn)
15. New Delhi-Mangalore/Ernakulam Jayanti Janta
Express (132 Up)
16. Ernakulam/Mangalore-New Delhi Jayanti Janta
Express (131 Dn).

APPENDIX H

Statement Showing Availability of Third Class
3-Tier Sleeper Berths at Closing Time on July 15,
1973 on Important Trains for Puja Period of 1973

Date of Journey	Number of Berths Available for Reservation at Closing Time on July 15, 1973				
	Bombay Mail (2 Up)	Madras Mail (3 Up)	Puri Express (8 Up)	Bombay Express (30 Up)	Hyderabad Express (45 Up)
Total avail- able accommo- dation	217 berths	159 berths	62 berths	93 berths	38 berths
	1	2	3	4	5

TRAINS ORIGINATING FROM HOWRAH (S.E.RLY.)

September	22	210	122	62	93	38
	23	217	96	62	93	29
	24	217	157	62	93	38
	25	210	142	49	93	38
	26	213	146	58	93	38
	27	209	147	58	93	23
	28	211	111	56	93	36
	29	175	74	37	93	32
	30	214	113	35	93	37
October	1	121	74	20	93	32
	2	187	84	21	93	31
	3	194	107	60	93	38
	4	213	134	54	93	38
	5	207	115	27	93	38
	6	213	156	62	93	38
	7	204	152	46	93	34
	8	217	139	52	93	38
	9	217	150	55	93	38
	10	217	159	61	93	38
	11	217	159	62	93	38
	12	217	159	34	93	38
	13	217	145	60	93	38
	14	217	159	58	93	38

Appendix H (Contd.)

Number of Berths Available for Reservation at Closing Time on July 15, 1973										
Date of Journey	Kalka Mail (1 Up)	A C Exp- ross (81/ Up)	Delhi Exp- ross (11 Up)	Upper India Exp. (13 Up)	Too- fan Exp. (7 Up)	Jammu Exp. (17 Up)	Dar- joo- ling Mail (43 Up)	Tin- sukhia Exp. (59 Up)	North Bihar Exp. (21 Up)	Bombay Mail (3 Up)
Total Avail- able Accom- modation	126 ber- ths	93 ber- ths	112 ber- ths	61 ber- ths	115 ber- ths	69 ber- ths	40 ber- ths	75 ber- ths	27 ber- ths	104 ber- ths
	6	7	8	9	10	11	12	13	14	15

TRAINS ORIGINATING FROM HOWRAH/SEALDAH (EASTERN RAILWAY)

September

22	Nil	31	110	61	78	Nil	Nil	74	26	98
23	95	34	99	54	110	23	Nil	70	19	90
24	86	*	104	58	107	52	Nil	72	26	78
25	112	49	88	60	102	Nil	Nil	69	23	63
26	64	45	108	57	72	6	4	63	23	96
27	46	25	36	48	37	4	18	28	21	51
28	42	*	35	48	32	34	7	29	19	50
29	43	8	20	48	30	15	2	14	13	38
30	49	3	32	48	24	13	1	13	15	41

October

1	29	*	8	45	23	18	Nil	6	12	31
2	46	1	13	46	4	13	3	13	16	44
3	55	10	17	48	24	9	3	32	21	50
4	57	30	27	48	27	20	3	31	21	55
5	63	*	32	49	26	41	19	29	21	55
6	64	55	33	49	46	33	11	43	19	55
7	69	25	78	48	78	28	3	25	22	58
8	55	*	69	59	83	19	5	7	26	74
9	113	21	76	58	92	32	7	51	27	96
10	51	87	68	60	88	67	5	72	23	99
11	92	86	108	61	82	48	2	75	21	93
12	86	*	102	59	63	Nil	18	73	24	102
13	104	29	99	57	57	53	3	69	17	95
14	106	57	106	61	113	26	5	73	27	101

* No service on these dates.

Appendix H (Contd.)

Date of Journey	Number of Berths Available for Reservation at Closing Time on July 15, 1973				
	Howrah Mail (2 Dn.)	Howrah Express (12 Dn.)	Upper India Express (14 Dn.)	Toofan Express (8 Up)	A C Express (82/104 Dn.)
Total Available Accommodation	112 berths	46 berths	54 berths	118 berths	@ 108 berths

TRAINS ORIGINATING FROM DELHI/NEW DELHI (NORTHERN RLY.)

September

22	110	46	54	118	*
23	107	46	54	118	108
24	112	46	54	118	108
25	103	46	54	118	108
26	111	46	54	118	*
27	109	46	54	118	133
28	107	46	54	118	123
29	78	43	48	118	*
30	49	46	54	118	96

October

1	71	44	54	117	83
2	65	46	54	118	104
3	112	43	54	118	*
4	108	46	54	118	129
5	109	46	51	118	135
6	81	41	54	118	*
7	105	39	54	118	108
8	95	46	54	118	106
9	107	46	54	118	102
10	112	46	54	118	*
11	101	46	54	118	134
12	112	46	54	118	130
13	75	46	54	118	*
14	93	46	54	118	106

@ 108 Berths on days when train leaves from Amritsar

* No service on these dates

Appendix H (Contd.)

Date of Journey	Number of Berths Available for Reservation at Closing Time on July 15, 1973		
	Howrah Mail via Nagpur (1 Dn.)	Howrah Express via Nagpur (29 Dn.)	Howrah Mail via Allahabad (4 Dn.)
Total Avail- able Accom- modation	215 berths	71 berths	208 berths
	21	22	23

TRAINS ORIGINATING FROM BOMBAY VT (CENTRAL RAILWAY)

September

22	208	71	208
23	214	71	208
24	215	71	208
25	215	71	206
26	215	71	206
27	204	71	206
28	201	71	206
29	165	68	200
30	203	71	207

October

1	179	71	206
2	213	71	208
3	215	71	206
4	214	71	206
5	206	71	208
6	209	71	208
7	215	71	208
8	215	71	208
9	214	71	208
10	214	71	208
11	214	71	208
12	202	71	204
13	202	71	199
14	213	71	206

Appendix H (Contd.)

Date of Journey	Number of Borths Available for Reservation at Closing Time on July 15, 1973			
	Puri- Howrah Express (7 Dn.)	Jammu- Scaldah Express (18 Dn.)	Madras- Howrah Mail (4 Dn.)	Hyderabad- Howrah Express (48 Dn.)
Total Avail- able Accom- modation	75 borths 24	41 borths 25	150 borths 26	75 borths 27

TRAINS ORIGINATING FROM PURI, JAMMU, MADRAS AND HYDERABAD

September

22	75	41	148	75
23	75	41	149	75
24	75	41	148	75
25	75	35	147	75
26	75	39	150	75
27	75	38	150	75
28	75	41	136	75
29	75	12	131	75
30	75	37	146	75

October

1	61	41	124	75
2	71	41	150	75
3	75	41	147	75
4	75	37	134	75
5	75	35	146	75
6	75	35	147	75
7	75	41	150	75
8	75	37	150	75
9	75	36	150	75
10	75	31	150	75
11	75	25	150	75
12	75	31	138	75
13	75	37	145	75
14	75	38	150	75

* * * * *

APPENDIX J

Statement Showing Availability of First Class Berths at Closing Time on July 15, 1973 on a few Important Trains for Puja Rush Period of 1973

Date of Journey	Number of Berths Available for Reservation at Closing Time on July 15, 1973				
	Bombay Mail (2 Up)	Madras Mail (3 Up)	Puri Express (8 Up)	Bombay Express (3 Up)	Hyderabad Express (45 Up)
Total Available Accommodation	56 berths	52 berths	66 berths	17 berths	22 berths
	1	2	3	4	5

TRAINS ORIGINATING FROM HOWRAH (S.E. RAILWAY)

September

22	46	52	66	17	22
23	51	47	66	17	22
24	52	52	66	17	22
25	52	38	59	17	21
26	54	34	56	17	21
27	56	47	61	17	18
28	56	31	53	17	21
29	49	42	58	17	21
30	52	34	53	17	21

October

1	48	26	43	17	21
2	54	28	43	17	21
3	56	43	59	17	21
4	56	44	54	17	21
5	56	50	59	17	21
6	56	52	66	17	22
7	56	49	66	17	22
8	56	52	66	17	22
9	56	52	66	17	22
10	56	52	66	17	22
11	56	52	66	17	22
12	54	52	66	17	22
13	56	52	66	17	22
14	56	52	66	17	22

Appendix J (Contd.)

Date of Journey	Number of Berths Available for Reservation at Closing Time on July 15, 1973									
	Kalka A C Mail (1 Up)	Exp-ross (81/103 Up)	Delhi Exp-ross (11 Up)	Uppor India Exp-ross (13 Up)	Too-fan Exp-ross (7 Up)	Jammu Dar-Exp-ross (17 Up)	Tin-jool-ing Mail (43 Up)	North sukia Exp-ross (59 Up)	Bihar Exp-ross (21 Up)	Bom-bay Mail (3 Up)
Total Avail-able accom-modation	70	13	32	31	13	7	23	39	26	63
	6	7	8	9	10	11	12	13	14	15

TRAINS ORIGINATING FROM HOWRAH/SEALDAH (EASTERN RAILWAY)

September

22	49	10	32	31	9	Nil	21	39	26	63
23	63	10	32	31	9	Nil	19	36	26	63
24	61	*	32	31	9	Nil	21	39	26	63
25	40	10	32	31	5	Nil	21	37	26	63
26	49	10	32	31	9	Nil	8	39	26	63
27	43	2	27	31	13	2	-	27	26	63
28	33	*	32	31	13	-	-	27	26	63
29	24	-	32	31	9	4	-	19	26	63
30	27	3	32	31	13	-	-	22	26	63

October

1	32	*	30	31	13	4	9	19	26	52
2	59	10	32	31	9	-	3	20	26	63
3	63	10	32	31	13	6	-	27	26	62
4	63	10	32	31	13	5	10	27	26	63
5	63	*	32	31	13	6	11	27	26	63
6	63	10	32	31	13	6	17	27	26	63
7	63	2	32	31	9	3	12	39	26	63
8	59	*	32	31	9	7	21	39	26	63
9	48	10	32	31	4	7	19	39	26	63
10	60	12	32	31	9	7	19	39	26	63
11	63	12	32	31	9	7	21	39	26	63
12	54	*	32	31	4	7	21	39	26	63
13	63	12	32	31	9	7	9	39	26	63
14	63	10	32	31	9	7	18	39	26	63

* No service on these dates

Appendix J (Contd.)

Date of Journey	Number of Berths Available for Reservation at Closing Time on July 15, 1973				
	Howrah Mail (2 Dn.)	Howrah Express (12 Dn.)	Upper India Express (14 Dn.)	Tootan Express (8 Up)	A C Express (82/104 Dn.)
Total Avail-able Accommodation	25 berths	10 berths	9 berths	12 berths	26 30 berths
	16	17	18	19	20

TRAINS ORIGINATING FROM DELHI/NEW DELHI (NORTHERN RLY.)

September

22	25	10	9	12	*
23	25	10	9	12	26
24	25	10	9	12	26
25	25	10	9	12	26
26	25	10	9	12	*
27	25	10	9	12	30
28	25	10	9	12	30
29	5	10	9	12	*
30	22	10	9	12	26

October

1	25	10	9	12	26
2	25	10	9	12	26
3	25	10	9	12	*
4	25	10	9	12	28
5	25	10	9	12	30
6	23	10	9	12	*
7	9	10	9	12	26
8	25	10	9	12	26
9	25	10	9	12	23
10	22	10	9	12	*
11	23	10	9	12	30
12	25	10	9	12	28
13	25	10	9	12	*
14	24	10	9	12	26

@ 26 Berths on days when train leaves from Amritsar
* No service on those dates

Appendix J (Contd.)

Date of Journey	Number of Berths Available for Reservation at Closing Time on July 15, 1973		
	Howrah Mail via Nagpur (1 Dn.)	Howrah Express via Nagpur (29 Dn.)	Howrah Mail via Allahabad (4 Dn.)
Total Available accommodation	47 berths	55 berths	27 berths
	21	22	23
TRAINS ORIGINATING FROM BOMBAY VT (CENTRAL RAILWAY)			
September			
22	47	55	27
23	47	55	27
24	47	55	27
25	47	55	27
26	47	55	27
27	47	55	27
28	44	55	27
29	31	55	27
30	47	55	27
October			
1	45	55	27
2	47	55	27
3	47	55	27
4	47	55	27
5	47	55	27
6	47	55	27
7	47	55	27
8	47	55	27
9	47	55	27
10	47	55	27
11	47	55	27
12	41	55	27
13	47	55	27
14	47	55	27

Appendix J (Contd.)

Date of Journey	Number of Borths Available for Reservation at Closing Time on July 15, 1975			
	Puri- Howrah Express (7 Dn.)	Jammu- Saldah Express (18 Dn.)	Madras- Howrah Mail (4 Dn.)	Hyderabad- Howrah Express (46 Dn.)
Total Avail- able Accom- modation	66 borths	6 borths	76 borths	22 borths
	24	25	26	27

TRAINS ORIGINATING FROM PURI, JAMMU, MADRAS AND HYDERABAD

September

22	66	4	76	22
23	66	6	76	22
24	66	3	76	22
25	66	6	76	22
26	66	4	76	22
27	66	6	76	22
28	66	5	76	22
29	66	2	76	22
30	66	-	76	22

October

1	66	6	76	22
2	66	6	76	22
3	66	6	76	22
4	66	6	76	22
5	64	3	76	22
6	66	4	76	22
7	60	4	76	22
8	66	6	76	22
9	66	4	76	22
10	66	-	72	22
11	66	6	76	22
12	66	6	68	22
13	66	6	76	22
14	66	6	76	22

* * * * *

APPENDIX K

Statement Showing Pattern of Advance
Reservations of Third Class Sleeper Berths
During the Experimental Period of 6.1.1953
Advance Reservations

S. No.	T r a i n	Total Number of berths out of Col. 2 reserved						
		Number of berths reserved	1 to 10 days in advance	11 to 20 days in advance	21 to 25 days in advance	26 to 30 days in advance	More than 30 days in advance	
		1	2	3	4	5	6	7

Originating from
Dolhi/New Dolhi

1. New Dolhi-Bombay A C/Paschim Express (26 Up)	1921	424	1196	214	87	1
2. New Dolhi-Howrah A C Express (82/104 Dn.)	2405	535	1225	266	334	25
3. New Dolhi-Madras G T/A C Express (16 Up)	1187	19	195	299	489	185
4. New Dolhi-Madras Express (22 Up)	625	161	281	98	72	13
5. Amritsar-Bombay Frontier Mail (4 Up)	1140	14	258	317	388	163
6. Kalka-Howrah Mail (2 Dn.)	1560	Nil	847	384	294	35
7. Dolhi-Howrah Express (12 Dn.)	570	148	218	99	91	14
8. Dolhi-Madras Janata Express (18 Up)	330	104	149	21	45	11

Appendix K (Contd.)

	1	2	3	4	5	6	7
9. Delhi-Bombay Janata Express (24 Up)		2520	1472	766	156	106	20
10. Ferozpur-Bombay : Punjab Mail (6 Up)		510	1	34	154	259	62
11. Originating from <u>Howrah/Sealdah</u>							
11. Howrah-Kalka Mail (1 Up)		1890	747	912	113	62	56
12. Howrah-New Delhi A C Express (81/103 Up)		1395	523	629	128	67	48
13. Howrah-Bombay Mail via Allahabad (3 Up)		1422	941	347	56	43	35
14. Kamrup Express (59 Up)		1112	545	428	65	42	32
Originating from <u>Bombay Central</u>							
15. Frontier Mail (3 Dn.)		2250	422	817	564	292	155
16. A C/Paschim Express (25 Dn.)		3050	1476	1186	200	101	87
17. Gujarat Mail (1 Dn.)		2197	932	865	273	125	2
18. Saurashtra Janata Express (17 Dn.)		1938	1269	524	93	64	33

Appendix K (Contd.)

	1	2	3	4	5	6	7
<hr/>							
<u>Originating from</u>							
<u>Bombay V.T.</u>							
19. Punjab Mail (5 Dn.)		2245	172	704	496	499	374
20. Madras Mail (9 Dn.)		2479	1510	419	262	213	75
21. Howrah Mail via Nagpur (1 Dn.)		3052	1153	1002	598	146	153
22. Howrah Mail via Allahabad (4 Dn.)		3207	1185	872	577	458	115



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APPENDIX L

Statement Showing Average Daily Cancellations of
First and Third Class (5-Tier) Berths during
Non-experimental and Experimental Periods

S. No.	Train	FIRST CLASS					
		Total Number of berths available	Non-experimental period	Percentage of total berths cancelled	Experimental period	Percentage of total berths cancelled	Difference in percentage (6-4)
1		2	3	4	5	6	7
1.	Bombay-Ahmedabad Gujarat Mail (1 Dn.)	140	20	14.3	23	16.4	+ 2.1
2.	Bombay Amritsar Frontier Mail(3 Dn.)	162	25	15.4	24	14.8	- 0.6
3.	Bombay-Dohra Dun Express (19 Dn.)	68	11	16.2	11	16.2	Nil
4.	Bombay-New Delhi AC/ Paschim Express(25Dn.)	96	9	9.4	13	13.5	+ 4.1
5.	Howrah-Delhi-Kalka Mail (1 Up)	110	13	11.8	3	2.7	- 9.1
6.	Howrah-Bombay Mail via Allahabad(3 Up)	86	10	11.6	5	5.8	- 5.8
7.	Howrah-Amritsar Mail (5 Up)	76	7	9.2	6	7.9	- 1.3
8.	Howrah-Dohra Dun Express (9 Up)	64	11	17.2	3	4.7	-12.5
9.	Howrah-New Delhi AC Express (81 Up)	22	5	22.7	2	9.1	-13.6
10.	Madras-New Delhi GT Express (15 Dn.)	76	11	14.5	5	6.6	- 7.9
11.	Madras-New Delhi Express (51 Dn.)	42	1	2.4	2	4.8	+ 2.4
12.	Madras-Bombay Mail (10 Dn.)	54	6	11.1	8	14.8	+ 3.7
13.	Madras-Howrah Mail (4 Dn.)	76	9	11.8	10	13.1	+ 1.3

Appendix L (Contd.)

S. No.	T r a i n	THIRD CLASS					Diffe- rence in percen- (6-4)
		Total number of berths avail- able	Non-experi- mental period Number of berths can- celled	Percon- tage to total	Experi- mental period Number of berths can- celled	Percon- tage to total	
		2	3	4	5	6	7
1.	Bombay-Ahmedabad Gujarat Mail (1 Dn.)	150	23	15.3	18	12.0	- 3.3
2.	Bombay-Amritsar Frontier Mail (3 Dn.)	150	16	10.7	21	14.0	+ 3.3
3.	Bombay-Dohra Dun Express (19 Dn.)	182	22	12.0	12	6.6	- 5.4
4.	Bombay-New Delhi AC/Paschim Express (25 Dn.)	174	21	12.0	25	14.5	+ 2.5
5.	Howrah-Delhi Kalka Mail (1 Up)	248	15	6.0	5	2.0	- 4.0
6.	Howrah-Bombay Mail via Allahabad (3Up)	248	10	4.0	6	2.6	- 1.4
7.	Howrah-Amritsar Mail (5 Up)	248	14	5.6	5	2.0	- 3.6
8.	Howrah-Dohra Dun Express (9 Up)	280	18	6.4	5	1.7	- 4.7
9.	Howrah-New Delhi AC Express (81 Up)	150	7	4.6	9	6.0	+ 1.4
10.	Madras-New Delhi GT Express (15 Dn.)	131	20	15.2	2	1.5	-13.7
11.	Madras-New Delhi Express (51 Dn.)	131	6	4.5	2	1.5	- 3.0
12.	Madras-Bombay Mail (10 Dn.)	173	26	15.0	5	2.8	-12.2
13.	Madras-Howrah Mail (4 Dn.)	206	21	10.1	6	2.9	- 7.2

APPENDIX M

Comparative Workload, Staff Strength and Working Hours of Important Reservation Offices

S. No.	Place of Reservation	Total Working Hours			Number of Berths/ Seats dealt with daily			Number of Staff			Workload per staff			Numbers of Staff common to both upper and lower class
		Upper:	Lower:	Class:	Upper:	Lower:	Class:	Upper:	Lower:	Class:	Upper:	Lower:	Class:	
		2	3	4	5	6	7	8	9	10				
1.	Delhi	12	8	2431	9024	89	32	27.3	110.0	Nil				
2.	Bombay (C.Rly.)	8	8	1737	5235	13	16	133.6	327.2	46				
3.	Bombay (W.Rly.)	8	8	1315	3087	49	38	26.8	81.2	Nil				
4.	Calcutta (E.Rly.)	10½	12	2365	1654	47	17	50.3	97.3	20				
5.	Calcutta (S.E.Rly.)	7	12	715	1636	11	8	65.0	204.5	22				
6.	Madras	14½	14½	2063	6737	24	29	86.0	232.3	38				
7.	Puno	8½	8½	623	1137	2	4	311.5	284.3	3				
8.	Patna	12	12	452	2032	4	6	113.0	338.7	4				
9.	Allahabad	16	8	247	931	5	6	49.4	155.2	1				
10.	Lucknow (U.Rly.)	14½	14½	436	1669	8	7	54.5	238.4	15				

* While calculating workload for different classes, common staff has not been taken into account.

Appendix M (Contd.)

S. No.	Place of Reservation	Total Working Hours		Number of Borths/ Seats dealt with daily		Number of Staff		Workload per staff		Numbers of Staff common to both upper and lower class	
		Upper Class	Lower Class	Upper Class	Lower Class	Upper Class	Lower Class	Upper Class	Lower Class		
		1	2	3	4	5	6	7	8	9	10
11.	Varanasi	7½	7½	132	1245	1	3	132.0	415.0	4	
12.	Amritsar	8	6½	540	1229	2	4	270.0	307.3	3	
13.	Bangalore City	15½	15½	667	2744	6	12	111.2	228.7	14	
14.	Secunderabad	10	10	173	1234	4	7	43.3	176.3	5	
15.	Vijayawada	8	8	84	671	1	3	84.0	225.7	4	
16.	Ahmedabad	8½	8½	521	1768	17	13	30.6	136.0	Nil	

* While calculating workload for different classes, common staff has not been taken into account.

APPENDIX N

Work Load on Different Counters Within the
Reservation Offices at New Delhi Connaught
Place (NDCR), Delhi Main Station and New
Delhi Station for June, 1973

NEW DELHI CONNAUGHT PLACE (NDCR)

Counter Number	Nature of counter	Total reser- vation capacity	Daily average number of passen- gers booked and cancelled
1	2	3	4
1	Single man	220	161
2	Single man	236	145
3	Single man	196	144
4	Single man	257	148
5	Single man	316	141
6	Single man	136	89
7	Single man	154	93
8	Single man	324	129
9	Single man	243	88
10	Single man	276	157
11	Single man	192	95
12	Single man	214	87
TOTAL		2,764	1,477

DELHI MAIN

1-2	Double men	400	357
3-4	Double men	439	199
5-6	Double men	525	328
7-8	Double men	563	325
9-10	Double men	418	257
11-12	Double men	752	320

DELHI MAIN (continued)

Counter Number	Nature of counter	Total reservation capacity	Daily average number of passengers booked and cancelled
1	2	3	4
19	Single man	230	117
20	Single man	308	98
21	Single man	357	165
22	Single man	325	171
23	Single man	416	160
24	Single man	342	147
TOTAL		5,076	2,644

NEW DELHI

1	Single man	168	147
2	Single man	206	212
3	Single man	312	202
4	Single man	461	164
5	Single man	309	184
6	Single man	210	178
7-8	Double men	488	355
9	Single man	166	89
11	Single man	377	167
12	Single man	232	162
13-14	Double men	799	343
15	Single man	265	86
16	Single man	232	271
17	Single man	278	292
19	Single man	384	393
TOTAL		4,937	3,235

APPENDIX F

statement showing Number of Days when Unutilised
Quotas and Cancellations were More Than 10 per cent
of the Accommodation Available on Important Trains

S. No.	T r a i n	Type of III Class Coach	Number of days when Unutilised quotas and cancellations were more than 10 per cent of the accommodation available			
			Jan.	Feb.	May	June
1		2	3	4	5	6
1.	Bombay-Howrah Mail via Nagpur (1 Dn.)	3-Tier for Howrah	12	13	4	5
		3-Tier for Nagpur.	13	11	3	4
2.	Howrah-Bombay Mail via Nagpur (2 Up)	3-Tier for Nagpur	5	3	18	17
		3-Tier for Bombay	11	19	3	3
		3-Tier for Viramgam	8	13	7	13
3.	Bombay-Ahmedabad Gujarat Mail (1 Dn.)	3-Tier	7	9	8	5
4.	Madras-Howrah Mail (4 Dn.)	3-Tier 2-Tier	1 9	2 12	4 12	4 13
5.	Howrah-Madras Mail (3 Up)	3-Tier 2-Tier	2 13	4 13	4 14	2 16
6.	Amritsar-Bombay Frontier Mail (4 Up)	3-Tier	9	7	-	-
7.	Bombay-Amritsar Frontier Mail (3 Dn.)	3-Tier	6	6	8	11
8.	Bombay-Howrah Mail via Allahabad (4 Dn.)	3-Tier for Howrah	14	11	1	1
		2-Tier for Howrah	17	16	3	4
		3-Tier for Patna	11	12	1	2

Appendix P (Contd.)

S. No.	Train	Type of III class Coach	Number of days when unutilized quotas and cancellations were more than 10 per cent of the accommodation available			
			Jan.	Feb.	Mar.	Apr.
1	2	3	4	5	6	
9.	Bombay-Firozpur Cantt. Punjab Mail (5 Dn.)	3-Tier for Firozpur	7	6	1	1
		3-Tier for Lucknow	21	13	9	11
		2-Tier for Lucknow	18	16	12	9
10.	Bombay-Virangam Saurashtra Mail (5 Dn.)	3-Tier	9	10	12	10
11.	Madras-Bombay Mail (10 Dn)	3-Tier	28	22	14	7
		2-Tier	30	26	25	21
12.	Delhi-Howrah Express (12 Dn.)	3-Tier	17	19	6	5
		2-Tier	15	16	6	4
13.	Sealdah-Jammu Tawi Express (17 Up)	3-Tier	31	28	31	30
		2-Tier	31	28	31	30
14.	Bombay-Cecunderabad Express (31 Dn.)	3-Tier	19	17	8	11
		2-Tier	19	18	9	7
15.	Howrah-Madras Janata Express (37 Up)	3-Tier for Madras	24	25	19	22
		2-Tier for Madras	19	21	11	6
		3-Tier for Vijayawada	27	29	12	19
16.	Madras-New Delhi G T Express (15 Dn.)	3-Tier	1	3	2	-
		2-Tier	25	18	23	26
17.	Madras-Cochin Mail (19 Dn.)	3-Tier	20	20	9	24
		2-Tier	30	27	28	30
18.	Kalka-Delhi-Howrah Mail (2 Dn.)	3-Tier	13	10	1	-
		2-Tier	13	15	4	2
19.	Bombay-Howrah Express via Nagpur (30 Up)	3-Tier	20	18	9	14
		2-Tier	19	23	11	17
		3-Tier for Nagpur	16	19	12	21
20.	Delhi-Ahmedabad Mail (201 Up)	3-Tier	21	19	7	9
		2-Tier	17	29	6	5
21.	Tatanagar-Madras Express (89 Up)	3-Tier	17	15	11	13

APPENDIX Q

Statement Showing Number of Persons
Provided Accommodation in Third Class
Sleeper Coaches by Travelling Ticket
Examiners on Important Trains

S. No.	T r a i n	A U G U S T 1 9 7 2										To- tal	Avo- rage Daily
		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th		
1.	Kalka-Howrah Mail (2 Dn.)	27	40	23	48	37	28	39	19	29	46	336	33.6
2.	Bombay-Howrah Mail via Allahabad (4 Dn.)	20	22	17	22	30	27	21	42	18	21	240	24.0
3.	Amritsar-Howrah Mail (6 Dn.)	48	72	50	62	66	67	52	56	50	51	574	57.4
4.	Delhi-Howrah Toofan Express (8 Dn.)	29	52	56	59	61	35	48	40	24	19	423	42.3
5.	Jammu Tawi-Sealdah Express (18 Dn.)	32	62	56	69	59	65	68	55	62	46	574	57.4
6.	New Delhi-Howrah A C Express (82 Dn./104 Dn.)	27	23	-	14	24	-	10	23	17	16	154	15.4
7.	Allahabad-Gorakhpur Triveni Express (6 Dn)	26	23	14	24	29	10	32	2	15	19	194	19.4
8.	Kathgodam-Lucknow Nainital Express (7 Dn.)	53	29	49	53	46	48	46	45	36	42	447	44.7
9.	Lucknow-Kathgodam Nainital Express. (8 Up)	26	21	32	37	38	33	27	42	34	17	307	30
10.	Amritsar-Delhi Janata Express (46 Up)	36	53	31	50	25	42	32	49	58	43	419	41.

S. No.	T r a i n	A U G U S T 1 9 7 2										Total	Av
		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th		
11.	Amritsar-Bombay Frontier Mail (4 Up)	11	25	22	22	26	24	8	19	16	16	189	1
12.	Mehsana-Porban- dar Kirti Exp. (36 Dn.)	36	18	26	19	24	44	8	18	33	24	250	
13.	Porbander- Mehsana Kirti Express (35 Up)	30	37	32	46	61	19	49	15	38	42	369	
14.	Madras-Cochin Mail (19 Dn.)	9	14	15	11	16	31	15	16	21	20	168	
15.	Cochin-Madras Mail (20 Up)	8	23	21	27	32	38	41	33	26	25	274	
16.	Dibrugarh Town- Barauni Assam Mail (4 Dn.)											286	



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